



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSBFRA301A Work within a franchise**

**Release: 1**

## **Modification History**

Not Available

## INTRODUCTION

**Unit Descriptor** This unit specifies the outcomes required of an employee working within a franchise to contribute to the successful operation of the business within a framework of compliance requirements.

**Competency Field** Business management services

**Domain** Franchising

**Application of the Competency** This unit covers identifying and confirming own role and responsibilities, identifying and actioning own compliance requirements, assisting others to work within the franchise, and reviewing own contribution to the successful operation of the franchise. It applies to employees within franchisees operating under formal franchising agreements.

### Element

### Performance Criteria

Elements define the critical outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Italicised terms are elaborated in the Range Statement.

- |  |  |
|--|--|
| 1. Clarify requirements for working within a franchise         | <p>1.1 Role and responsibilities as an employee within a franchise are determined</p> <p>1.2 Role and responsibilities are clarified with supervisor, line manager and/or owner, as appropriate</p> <p>1.3 Own skills are evaluated to determine training needs to meet role and responsibilities within franchise</p> <p>1.4 Assistance is sought from supervisor/line manager/owner to evaluate training needs and to meet identified needs</p> <p>1.5 Any reasonable adjustments are requested and negotiated</p> |
| 2. Clarify own contribution to meeting compliance requirements | <p>2.1 Compliance requirements falling within own role and responsibilities are determined in consultation with supervisor/line manager/owner</p> <p>2.2 Work plan is determined to include scheduled actions to</p>   |

- meet compliance requirements
  - 2.3 Required audits, checks and associated tasks are undertaken as per schedule
  - 2.4 Advice is sought as required to resolve difficulties arising in performing scheduled tasks
  - 2.5 Workplace records involved with meeting compliance requirements are completed accurately and in a timely manner
3. Assist others in meeting assigned roles and responsibilities
- 3.1 Assistance is offered and provided willingly when requested by others within the franchise to meet their assigned roles and responsibilities
4. Review own contribution to franchise operations
- 4.1 Feedback is sought from others to confirm that own role and responsibilities are being met
  - 4.2 Own work is reviewed to ensure that required tasks are being undertaken as per schedules and work plans
  - 4.3 Any improvements in own work practices and those of others within the franchise are identified and discussed with supervisor/line manager/owner

## RANGE STATEMENT

The Range Statement adds definition to the unit by elaborating critical or significant aspects of the performance requirements of the unit. The Range Statement establishes the range of indicative meanings or applications of these requirements in different operating contexts and conditions. The specific aspects which require elaboration are identified by the use of italics in the Performance Criteria.

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Role and responsibilities may:

- be outlined in job description or other documentation or be available orally from manager
- include contributing to compliance requirements
- include a code of conduct or other set of expectations that contribute to maintaining brand image, homogeneity and identity

Reasonable adjustments are:

- required by legislation and government policy to ensure that all people are treated equally in their employment and training, as far as is reasonably possible

Compliance requirements may include

- requirements under legislation, including occupational health and safety (OHS), the franchise agreement and local government by-laws

Audits, checks and associated tasks may include:

- cleaning and hygiene schedules
- stocktaking and removal of out-of-date stock
- product testing
- quality control

Advice may be sought from:

- line manager and/or supervisor and/or owner
- documentation
- online information
- suppliers' documentation

- MSDSs (material safety data sheets)

## EVIDENCE GUIDE

The Evidence Guide provides advice to inform and support appropriate assessment of this unit. It contains an overview of the assessment requirements followed by identification of specific aspects of evidence that will need to be addressed in determining competence. The Evidence Guide is an integral part of the unit and should be read and interpreted in conjunction with the other components of competency.

Assessment must reflect the endorsed Assessment Guidelines of the parent Training Package.

### Overview of Assessment Requirements

A person who demonstrates competence in this unit must be able to provide evidence that they have effectively contributed to the successful operation of the franchise within their own role and responsibilities. This includes determining own role in meeting compliance requirements and carrying out this role through checks, audits and associated tasks. The employee will have provided assistance to others to meet their assigned roles and responsibilities, and have reviewed their own contribution to identify improvements to their work and that of others.

### Specific Evidence Requirements

Required knowledge and understanding include:

- OHS requirements:
  - specific to nature and type of franchise
  - specific issues such as manual handling, machine guarding and hazardous substances
- other legislation, codes of practice and national standards that apply to own work and in a general way, for example:
  - fire safety regulations
  - codes of practice such as first aid and manual handling
  - Franchising Code of Conduct
- franchise specific obligations as per franchise agreement and as discussed with supervisor/line manager/owner

Required skills and attributes include:

- ability to relate to people from a range of social, cultural and ethnic backgrounds, and physical and mental abilities
- specific vocational skills associated with role in the franchise, for example retail, trade or hospitality
- communication and negotiation skills
- attributes
  - organised
  - openness to learning
  - communicative
  - cooperative

Key competencies or generic skills relevant to this unit	<p>The seven key competencies represent generic skills considered essential for effective work participation. Innovation skills represent a further area of generic competence. The bracketed numbering indicates the performance level required in this unit:</p> <p>Level (1) represents the competence to undertake tasks effectively</p> <p>Level (2) represents the competence to manage tasks</p> <p>Level (3) represents the competence to use concepts for evaluating and reshaping tasks</p> <p>The bulleted points provide examples of how the key competencies can be applied for this unit.</p>
Communicating ideas and information (2)	<ul style="list-style-type: none"> <li>• communicating verbally, including listening and questioning</li> <li>• communicating in writing to complete records and required documentation</li> <li>• participating in OHS consultative process</li> </ul>
Collecting, analysing and organising information (1)	<ul style="list-style-type: none"> <li>• maintaining required records</li> </ul>
Planning and organising activities (1)	<ul style="list-style-type: none"> <li>• planning own work to meet role and responsibilities, including scheduled tasks taking into account need to follow safe work practices</li> </ul>
Working in a team (2)	<ul style="list-style-type: none"> <li>• working with other staff in the franchise</li> <li>• sharing relevant OHS information with other staff</li> </ul>
Using mathematical ideas and techniques (1)	<ul style="list-style-type: none"> <li>• counting and applying numerical skills to auditing and general work routine</li> </ul>
Solving problems (1)	<ul style="list-style-type: none"> <li>• applying problem-solving to problems arising in course of fulfilling own role</li> </ul>
Using technology (1)	<ul style="list-style-type: none"> <li>• using computers and other technology, tools, equipment and personal protective equipment as required within work role</li> </ul>
Innovation skills (1)	<ul style="list-style-type: none"> <li>• suggesting new ways of performing required tasks</li> </ul>



- Products that could be used as evidence include:
- completed audits and checks
  - records made as required
  - work plans and schedules
  - identified changes to work operations as suggested by own review of work
- Processes that could be used as evidence include:
- how own competence was assessed and training needs determined and met
  - how learning needs were assessed and learning plan developed
  - how learning needs were met
  - how scheduled tasks were determined and executed
  - how own contributions to work operations were reviewed
- Resource implications for assessment include:
- access to business documentation, manager and other personnel in workplace
- Validity and sufficiency of evidence requires:
- that where assessment is part of a learning experience, evidence will need to be collected over a period of time, involving both formative and summative assessment.
  - evidence of working within a franchise in either an actual workplace situation or in a simulated workplace
- Integrated competency assessment means:
- that this unit can be assessed alone or as part of an integrated assessment activity involving other relevant units in business, including common business units at Certificate III