



**Australian Government**

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

# **BSBFRA301B Work within a franchise**

**Revision Number: 1**

## BSBFRA301B Work within a franchise

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to work within a franchise to contribute to the successful operation of the business within a framework of compliance requirements.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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### Application of the Unit

<b>Application of the unit</b>	<p>This unit applies to staff working in franchised businesses. These staff may be in a broad range of roles, such as retail, trade or hospitality.</p>
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Clarify requirements for working within a franchise	1.1. Determine <i>role and responsibilities</i> as an employee within a franchise 1.2. Clarify role and responsibilities with supervisor, line manager and/or owner, as appropriate 1.3. Evaluate own skills to determine training needs to meet role and responsibilities within franchise 1.4. Seek assistance from supervisor/line manager/owner to evaluate training needs and to meet these identified needs 1.5. Request and negotiate any <i>reasonable adjustments</i>
2. Clarify own contribution to meeting compliance requirements	2.1. Consult with supervisor/line manager/owner to determine <i>compliance requirements</i> falling within own role and responsibilities 2.2. Determine work plan and ensure scheduled actions to meet compliance requirements are included in this plan 2.3. Undertake required <i>audits, checks and associated tasks</i> as per schedule 2.4. Seek <i>advice</i> as required to resolve difficulties arising in performing scheduled tasks 2.5. Accurately complete workplace records involved with meeting compliance requirements in a timely manner
3. Review own contribution to franchise operations	3.1. Seek feedback from others to confirm that own role and responsibilities are being met 3.2. Review own work to ensure that required tasks are undertaken as per schedules and work plans 3.3. Identify and discuss with supervisor/line manager/owner any improvements in own work practices and those of others within the franchise 3.4. Willingly offer and provide assistance when requested by others within the franchise to meet their assigned roles and responsibilities

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- communication and negotiation skills to clarify roles and responsibilities
- organisational skills to ensure compliance with franchise requirements.

#### Required knowledge

- occupational health and safety (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 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.

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> <li>• demonstrated understanding of own role and responsibilities in the respective franchise operation</li> <li>• accurate record keeping for compliance with franchise requirements</li> <li>• techniques for supporting others to meet their roles and responsibilities in relation to the franchise requirements.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• access to business documentation, manager and other personnel in workplace.</li> </ul>
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</li> <li>• analysis of responses to case studies and scenarios</li> <li>• demonstration of techniques</li> <li>• observation of presentations</li> <li>• oral or written questioning to assess knowledge of franchising arrangements and own role and responsibilities.</li> </ul>
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

## Range Statement

<b>RANGE STATEMENT</b>	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<p><b><i>Role and responsibilities</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• code of conduct or other set of expectations that contribute to maintaining brand image, homogeneity and identity</li> <li>• contributing to compliance requirements</li> <li>• responsibilities outlined in job description or other documentation or provided orally from manager</li> </ul>
<p><b><i>Reasonable adjustments</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• any adjustments 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</li> </ul>
<p><b><i>Compliance requirements</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• requirements under legislation, including OHS, the franchise agreement and local government by-laws</li> </ul>
<p><b><i>Audits, checks and associated tasks</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• cleaning and hygiene schedules</li> <li>• product testing</li> <li>• quality control</li> <li>• stocktaking and removal of out-of-date stock</li> </ul>
<p><b><i>Advice</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• information obtained from:               <ul style="list-style-type: none"> <li>• documentation</li> <li>• line manager and/or supervisor and/or owner</li> <li>• material safety data sheets (MSDSs)</li> <li>• online</li> <li>• suppliers' documentation</li> </ul> </li> </ul>

## Unit Sector(s)

<b>Unit sector</b>	
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## Competency field

<b>Competency field</b>	Management and Leadership - Franchising
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## Co-requisite units

<b>Co-requisite units</b>		