



Australian Government

BSBFRA301 Work within a franchise

Release: 1

BSBFRA301 Work within a franchise

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to work within a franchise to contribute to the successful operation of the business within a framework of compliance requirements.

It applies to staff who currently work, or are interested in working, in franchised businesses. These staff may be in a broad range of roles, such as retail, trade or hospitality.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Franchising

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Clarify requirements for working within a franchise	1.1 Determine role and responsibilities as an employee 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 1.4 Seek assistance from supervisor/line manager/owner to evaluate training needs 1.5 Request and negotiate any reasonable adjustments to meet these identified needs
2 Clarify own contribution to meeting	2.1 Consult with supervisor/line manager/owner to determine compliance requirements falling within own role and

ELEMENT	PERFORMANCE CRITERIA
compliance requirements	responsibilities 2.2 Determine work plan and ensure scheduled actions to meet compliance requirements are included in this plan 2.3 Undertake required audits, checks and associated tasks as per schedule 2.4 Seek advice as required to resolve difficulties arising in performing scheduled tasks 2.5 Accurately complete workplace records involved in meeting compliance requirements in a timely manner
3 Review own contribution to franchise operations	3.1 Seek feedback from others to confirm own role and responsibilities are being met 3.2 Review own work to ensure 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 Provide assistance when requested by others within the franchise to meet their assigned roles and responsibilities

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	1.3, 1.4	Reviews own skills and seeks the opinions of others to determine training needs
Reading	1.1, 2.2, 2.3, 2.5, 3.2	Evaluates and integrates facts and ideas to construct meaning from a range of text types
Writing	1.5, 2.1-2.5, 3.1	Prepares a range of texts using appropriate language and structure to communicate relevant information effectively
Oral Communication	1.2, 1.4, 1.5, 2.1, 2.4, 3.1, 3.3, 3.4	- Uses listening skills to confirm understanding of requirements - Participates in verbal exchanges using appropriate tone

		and language
Numeracy	2.3	Identifies and comprehends relevant mathematical information in familiar activities or texts
Navigate the world of work	1.1, 1.2, 2.1-2.3, 2.5	- May need guidance to identify the tasks and responsibilities associated with own role - Generally follows the compliance requirements immediately related to role
Interact with others	1.2, 1.4, 1.5, 2.1, 2.4, 3.1, 3.3, 3.4	Seeks to cooperate with others to achieve results in immediate work context
Get the work done	1.1, 1.3, 2.2, 2.4, 2.5	- Takes responsibility for planning, sequencing and prioritising tasks to ensure they are completed within accepted timelines - Takes responsibility for routine low-impact decisions within familiar situations - Seeks assistance when problems are beyond immediate responsibilities or experience

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBFRA301 Work within a franchise	BSBFRA301B Work within a franchise	Updated to meet Standards for Training Packages Minor edits to clarify intent of performance criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBFRA301 Work within a franchise

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Performance Evidence

Evidence of the ability to:

- evaluate current skills to determine training needs to fulfil own role
- work closely with other people to create and implement a work plan to meet compliance requirements
- keep accurate records for compliance in accordance with role requirements
- assist others to meet their roles and responsibilities.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the methods used to check or audit work to ensure completion according to compliance requirements
- describe training opportunities that could enhance work practices
- outline auditing techniques to ensure work is being delivered according to a schedule
- describe the importance of teamwork in a franchise setting
- discuss the purpose of ongoing workplace reviews.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership – franchising field of work. This includes access to:

- business documentation
- relevant personnel.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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