



Australian Government

BSBFRA401 Manage compliance with franchisee obligations and legislative requirements

Release: 1

BSBFRA401 Manage compliance with franchisee obligations and legislative requirements

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 comply with obligations set out in the franchising agreement and with relevant legislative requirements specific to the type of franchise.

It applies to individuals who require a broad knowledge of franchisee obligations and legislative requirements and who use this knowledge to develop compliance strategies.

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 Determine franchisee obligations and legislative requirements	1.1 Identify obligations under franchising agreement 1.2 Identify relevant legislative requirements 1.3 Access codes of practice and material that interprets and explains obligations and legislative requirements 1.4 Clarify obligations and legislative requirements with franchisor and relevant government and licensing agencies
2 Develop strategies for compliance with franchisee obligations and	2.1 Analyse available information on obligations and legislative requirements to develop strategies for compliance 2.2 Check strategies with franchisor to determine suitability to

ELEMENT	PERFORMANCE CRITERIA
legislative requirements	operate franchise within obligations and legislative requirements 2.3 Use strategies to develop regular, cyclical compliance checks 2.4 Complete training to facilitate compliance requirements
3 Undertake scheduled compliance checks	3.1 Communicate compliance requirements to staff 3.2 Delegate compliance checks to relevant staff and provide training and support for staff to carry out these checks 3.3 Record timing and outcomes of compliance checks according to organisational requirements 3.4 Identify instances of non-compliance from compliance checks
4 Act on identified instances of non-compliance with franchisee obligations and legislative requirements	4.1 Determine courses of action to address instances of non-compliance 4.2 Seek assistance of franchisor or other relevant parties to address non-compliance 4.3 Take action to address non-compliance 4.4 Make checks to ensure non-compliance has been addressed 4.5 Monitor compliance in a specific area to ensure continuing compliance 4.6 Analyse reasons for non-compliance to guide future compliance

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	2.4	Undertakes skill development in line with compliance requirements
Reading	1.1-1.4, 2.1-2.3, 3.3, 3.4, 4.4-4.6	Recognises and interprets a variety of textual information to determine legislative and regulatory requirements, trends and outcomes
Writing	1.4, 2.1, 3.1, 3.3, 3.4, 4.2, 4.3, 4.6	Develops material for a specific audience using clear and detailed language to convey explicit information, requirements and outcomes

Oral Communication	1.4, 2.2, 3.1, 3.2, 4.2	- Delivers factual information appropriate to audience and environment using appropriate language, tone and syntax - Uses active listening and questioning techniques to clarify and confirm understanding
Navigate the world of work	1.1-1.4, 2.1, 2.3, 2.4, 3.1, 3.3, 3.4, 4.1-4.6	Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements
Interact with others	1.4, 3.1, 3.2, 4.2	- Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role - Plays an active role in workgroup discussions, playing some attention to the perspectives of others
Get the work done	1.1, 1.2, 2.1, 2.3, 3.2, 4.1, 4.6	- Takes responsibility for planning, sequencing and delegating tasks for efficiency and effective outcomes - Selects from a range of predetermined options in routine situations, identifying and taking some situational factors into account - Reflects on outcomes and determines key concepts that could be adapted in future situations - Seeks input before implementing problem solving strategies

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBFRA401 Manage compliance with franchisee obligations and legislative requirements	BSBFRA401B Manage compliance with franchisee obligations and legislative requirements	Updated to meet Standards for Training Packages	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 BSBFRA401 Manage compliance with franchisee obligations and legislative requirements

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Performance Evidence

Evidence of the ability to:

- develop compliance strategies in accordance with franchising agreement obligations and legislative requirements
- communicate compliance requirements to staff
- provide support to staff who will carry out compliance checks
- develop and implement schedule to carry out compliance checks
- record outcomes of compliance checks according to organisational requirements
- take action to address instances of non-compliance.

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

Knowledge Evidence

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

- identify work health and safety (WHS) requirements:
 - as specific to nature and type of franchise
 - as generic to all workplaces
- outline other relevant legislation, codes of practice and national standards that affect franchise operations
- explain franchise specific obligations:
 - as per franchise agreement
 - as per updates and amendments to agreement over time
- describe methods for carrying out compliance checks of franchise operations
- list penalties for non-compliance within the context for franchisee obligations and legislative requirements.

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 and include access to:

- office equipment and resources
- relevant legislation and regulations
- examples of real franchise agreements and related documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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