



**Australian Government**

# **Assessment Requirements for BSBFRA502 Manage a franchise operation**

**Release: 1**

# Assessment Requirements for BSBFRA502 Manage a franchise operation

## Modification History

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

## Performance Evidence

Evidence of the ability to:

- establish and implement franchising agreements
- complete documentation for a franchising agreement, including franchisee obligations and supporting documentation to ensure franchisee compliance with obligations
- develop and communicate reporting requirements
- monitor franchisee activities, obtain and analyse feedback and reports
- address non-compliances and resolve disputes to ensure franchisees meet franchising obligations
- review franchise operations and suggest improvements
- investigate and apply relevant legislation, codes of practice and national standards when developing and implementing procedures relating to franchising operations.

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:

- explain the fundamentals of the Franchising Code of Conduct and other franchise specific obligations as per the franchise agreement and any updates and amendments to the agreement
- outline relevant legislation, codes of practice and national standards relating to franchising operations.

## 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 legislation, regulations and codes of conduct
- feedback from franchisees.

Assessors must satisfy NVR/AQTF assessor requirements.

## **Links**

Companion Volume implementation guides are found in VETNet -

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