



Australian Government

BSBFRA502 Manage a franchise operation

Release: 1

BSBFRA502 Manage a franchise operation

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 manage a franchise operation including establishing and implementing agreements and ensuring compliance with franchising obligations and legislative requirements.

The unit applies to individuals who manage an existing franchise operation and who support franchisees through the management of relationships, reporting and legislative requirements and operation effectiveness.

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 Establish procedures for managing a franchise operation	1.1 Determine obligations of both parties under franchising agreement 1.2 Develop procedures for ensuring compliance with franchising obligations and legislative requirements 1.3 Develop and communicate reporting requirements of franchisees
2 Implement procedures for managing a franchise operation	2.1 Implement procedures for franchises to ensure compliance with franchising obligations and legislative requirements 2.2 Identify instances of non-compliance and act upon them in conjunction with franchises

ELEMENT	PERFORMANCE CRITERIA
	2.3 Monitor reports from franchises for completeness, accuracy and timeliness of submission 2.4 Identify potential disputes with franchises and take action to resolve potential disputes before they eventuate 2.5 Resolve disputes that eventuate and reach an agreed settlement within established procedures as documented in the Franchising Code of Conduct
3 Review a franchise operation	3.1 Use monitoring of franchises to inform review process for franchise operation 3.2 Identify improvements in franchise operation and management of franchises from monitoring franchises' business operations 3.3 Make recommendations to improve the effectiveness of the franchise operation and individual franchises

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
Reading	1.1, 1.2, 1.3, 2.3, 2.5	- Identifies, analyses and evaluates complex texts to determine legislative, regulatory and business requirements - Interprets reports to determine efficiency of franchise management
Writing	1.2, 1.3, 2.2 2.4, 2.5, 3.3	Develops material for a specific audience using clear and detailed language to convey explicit information, requirements and recommendations
Oral Communication	1.3, 2.2, 2.5	- Presents information using structure and language appropriate for the audience - Uses active listening and questioning to clarify and confirm understanding
Navigate the world of work	1.1-1.3, 2.1, 2.5	- Understands obligations of own role and how it meshes with others to achieve broader organisational goals - Modifies or develops organisational procedures to comply with legislative and organisational requirements

Interact with others	1.3, 2.2, 2.4, 2.5, 3.3	- Identifies and uses appropriate conventions and protocols when communicating with a diverse range of people - Uses effective interpersonal skills to remedy issues and disagreements and negotiate acceptable outcomes
Get the work done	1.1, 1.2, 1.3, 2.1, 2.4, 2.5, 3.3	- Plans, organises and implements tasks required to achieve goals according to organisational and legislative requirements - Monitors actions against stated goals, adjusting plans and resources where necessary - Investigates new and innovative ways to improve work practices and processes through consultation, formal and analytical thinking

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBFRA502 Manage a franchise operation	BSBFRA502B Manage a franchise operation	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 BSBFRA502 Manage a franchise operation

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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

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