



**Australian Government**

# **Assessment Requirements for BSBFRA504 Manage relationships with franchisees**

**Release: 1**

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## 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:

- create and use strategies and processes to manage relationships with franchisees
- analyse franchisee needs
- provide accurate, relevant and timely advice according to agreements.

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:

- describe strategies and practices to manage relationships with franchisees
- outline the value of constantly improving relationships with franchisees
- explain the fundamentals of the Franchising Code of Conduct and other franchise specific obligations.

## 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
- office equipment and resources.

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>