

**Accreditation** : This Module is a Nationally Accredited Course

**Title** : **BSBFRA301A –WORK WITHIN A FRANCHISE**

**Field Of Study** : **Franchising**

### What is this course all about?

This unit covers the identification and confirmation individual roles and responsibilities, identifying and actioning own compliance requirements, assisting others to work within the franchise, and reviewing own contribution to the successful operation of the franchise.

### When you have finished this course you should be able to demonstrate your ability to:

#### Clarify requirements for working within a franchise– BSBFRA301A/01

- ❑ Role and responsibilities as an employee within a franchise are determined
- ❑ Role and responsibilities are clarified with supervisor, line manager and/or owner, as appropriate
- ❑ Own skills are evaluated to determine training needs to meet role and responsibilities within franchise
- ❑ Assistance is sought from supervisor/line manager/owner to evaluate training needs and to meet identified needs
- ❑ Any reasonable adjustments are requested and negotiated

#### Clarify own contribution to meeting compliance requirements- BSBFRA301A/02

- ❑ Compliance requirements falling within own role and responsibilities are determined in consultation with supervisor/line manager/owner
- ❑ Work plan is determined to include scheduled actions to meet compliance requirements
- ❑ Required audits, checks and associated tasks are undertaken as per schedule
- ❑ Advice is sought as required to resolve difficulties arising in performing scheduled tasks
- ❑ Workplace records involved with meeting compliance requirements are completed accurately and in a timely manner

#### Assist others in meeting assigned roles and responsibilities- BSBFRA301A/03

- ❑ Assistance is offered and provided willingly when requested by others within the franchise to meet their assigned roles and responsibilities

## Review own contribution to franchise operations- BSBFRA301A/04

- ❑ Feedback is sought from others to confirm that own role and responsibilities are being met
- ❑ Own work is reviewed to ensure that required tasks are being undertaken as per schedules and work plans
- ❑ Any improvements in own work practices and those of others within the franchise are identified and discussed with supervisor/line manager/owner

## Some examples of individuals that will benefit from these courses are: -

- ❑ Franchise owners
- ❑ Employees operating under formal franchising agreements

## What Recognition will you achieve?

Where a demonstrated competency has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus.

## How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit. At completion of each module these activities will be handed in to your trainer, assessed then returned with relevant comments to keep you informed with your progress.

## Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-6988 or simply visit our website on [www.matrixtraininggroup.com/downloads.php](http://www.matrixtraininggroup.com/downloads.php) in order to download this application.

## What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant

comments to keep you informed with your progress.

2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is [www.matrixtraininggroup.com](http://www.matrixtraininggroup.com)
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.