

**SKILLS FRAMEWORK FOR RETAIL  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Planning and Implementation					
<b>TSC</b>	Franchise Management					
<b>TSC Description</b>	Establish and operationalise franchise plans to include details of roles and responsibilities between franchisors and franchisees, determine resources required to operate a franchise and set key performance indicators					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
				<b>RET-PNI-4003-1.1</b>	<b>RET-PNI-5003-1.1</b>	<b>RET-PNI-6003-1.1</b>
				Implement and oversee procedures for franchises, and evaluate franchise operations and provide recommendations	Review backgrounds of franchisees, develop operational plans, set key performance indicators and report operational plans to management	Establish franchise strategic operational plans
<b>Knowledge</b>				<ul style="list-style-type: none"> <li>Franchising models and structures</li> <li>Franchisee obligations such as fees and pricing structures, franchise corporate image requirements and branding</li> <li>Franchising code of conduct</li> <li>Legislation, codes of practice and national standards relating to Occupational Health and Safety (OHS), company law, fair trading, anti-discrimination and other areas specific to the franchise operations</li> </ul>	<ul style="list-style-type: none"> <li>Franchising models and structures</li> <li>Franchisee obligations such as fees and pricing structures, franchise corporate image requirements and branding</li> <li>Franchising code of conduct</li> <li>Legislation, codes of practice and national standards relating to Occupational Health and Safety (OHS), company law, fair trading, anti-discrimination and other areas specific to the franchise operations</li> </ul>	<ul style="list-style-type: none"> <li>Organisational strategies and business growth strategies</li> <li>Feasibility studies</li> <li>Franchising models and structures</li> <li>Franchisee obligations such as fees and pricing structures, franchise corporate image requirements and branding</li> <li>Franchising code of conduct</li> <li>Legislation, codes of practice and national standards relating to Occupational Health and Safety (OHS), company law, fair trading, anti-discrimination and other areas specific to the franchise operations</li> </ul>
<b>Abilities</b>				<ul style="list-style-type: none"> <li>Manage procedures for franchises to ensure compliance with franchise legislative requirements</li> <li>Provide assistance in solving problems when dealing with franchisees</li> <li>Identify improvements in franchise operations and management of franchises</li> <li>Provide</li> </ul>	<ul style="list-style-type: none"> <li>Review backgrounds of franchisees</li> <li>Develop operational plans and standard operation procedures of setting up franchises</li> <li>Set key performance indicators to monitor performance of franchisees</li> <li>Monitor compliance of related guidelines of store</li> </ul>	<ul style="list-style-type: none"> <li>Establish franchise strategic plans to enhance organisational business growth</li> <li>Define roles and responsibilities of franchisors and franchisees</li> <li>Determine human, financial and physical resources required to commence franchise</li> </ul>

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				<p>recommendations to improve the effectiveness of the franchise operations and individual franchises</p>	<p>brands</p> <ul style="list-style-type: none"> <li>• Develop communication plans and guidelines to communicate roles and responsibilities between franchisors and franchisees</li> </ul>	<p>operations</p> <ul style="list-style-type: none"> <li>• Establish guidelines related to franchise management</li> </ul>
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