

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Store Operations

Title	Manage the termination of franchise
Code	105145L4
Range	This unit of competency (UoC) is applicable to staff responsible for franchise management in the retail industry. It requires judgement, analysis and assessment. It covers the abilities to perform supervisory duties, and to analyze and assess the impact of termination of franchise on the organization's operation and terminate the rights according to schedule so as to reduce the impact on daily operation.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of management of franchise and store operation <ul style="list-style-type: none"> • Understand the organization's policy related to franchise, including: <ul style="list-style-type: none"> • Contract terms • Responsibilities of both parties in relation to the operation and termination of franchise • Franchise duration • Liability • Understand the organization's procedures and formalities for termination of franchise, e.g.: <ul style="list-style-type: none"> • Handling assets • Transfer of intellectual property • Know about legal requirements and professional codes related to franchise 2. Manage the termination of franchise <ul style="list-style-type: none"> • Formulate comprehensive procedures for termination of franchise according to the organization's franchise policy, including: <ul style="list-style-type: none"> • Schedule for closure • Rights and responsibilities of both parties • Handling assets and goods • Assess the potential implications of termination of franchise, e.g. : <ul style="list-style-type: none"> • Disruption of business operation • Control of goods and stock volume • Allocation of shelf space • Staff redundancy • Enforce the termination of franchise according to the procedures and schedule, including: <ul style="list-style-type: none"> • Handling remaining goods <ul style="list-style-type: none"> • Launching reduction sale • Informing customers of new arrangements • Maintaining the relationship with suppliers • Coordinate and monitor the procedures for termination of franchise, and make proper adjustments if necessary • Record the whole process clearly and accurately and report to the higher level 3. Exhibit professionalism <ul style="list-style-type: none"> • Ensure the compliance with relevant professional codes and legislations in the process of termination of franchise
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate the schedule and procedures for closure of franchise which comply with contract terms according to the franchise policy of the organization; and • Coordinate and monitor the process of termination of franchise in order not to affect the daily business operation of retail stores.
Remark	