



Buyer's Guide

Frontline Franchise Learning Compliance & Governance Checklist

What your learning platform
must be built to support—
and the questions that reveal
whether it is.

For QSR · Hospitality · Convenience
· Retail · Multi-Unit Service Brands



Risk Areas

The table below identifies the seven areas where platform architecture either supports franchise compliance or creates exposure.

Risk Area	What Can Go Wrong	What the Platform Must Support
Compensable training time	Hourly employees complete mandatory job-related training off the clock	Required/optional flags, assignment source, time tracking, detailed reporting, policy acknowledgments
Mobile-data reimbursement	Employees complete required training on personal devices or data plans	Ability to restrict course access to specific locations or prohibit access via cellular connection
Joint-employer exposure	Corporate appears to directly assign or manage franchisee employees	Clear separation of franchisor, franchisee, legal entity, store, manager, and employee roles
Franchisee autonomy	Corporate mandates too much or franchisees lose operational control	Brand-required vs. franchisee-assigned training governance that is distinct and auditable
Shared employees	One employee works across stores or brand entities owned by different franchisees	Segmented training portfolio and brand entity-specific visibility ensuring each employer sees only its own records
Data confidentiality	One franchisee can view training records belonging to another franchisee's employees	Granular permissions, reporting boundaries, and ownership-aware delivery and data access
State-level variation	California, Illinois, and other states impose stricter reimbursement or wage-hour requirements	Configurable assignment and tracking rules by state, legal employer, job role, and audience

Questions to Ask Your Learning Platform Vendor

These questions are designed to surface whether a platform was built for franchise complexity or adapted for it. Are these native capabilities or will you need to apply your own governance?

These adaptations can carry risks you need to be aware of.

Training Assignment & Governance

- ✓ Can the platform distinguish between corporate-assigned, franchisee-assigned, brand-recommended, and legally required training — natively, without custom configuration?
- ✓ Can the platform document who required the training, when it was assigned, whether it was mandatory, and under whose authority?
- ✓ Can training access and assignment rules vary by state, legal employer, store, job role, and franchisee ownership group?

Hourly Worker Compliance

- ✓ Can hourly employees be prevented or warned from taking mandatory training off the clock?
- ✓ Can the platform track time spent in training in a way that supports payroll or reimbursement workflows — not just completion records?

Mobile & Device Governance

- ✓ Can the platform restrict training access to specific geolocations and device types, or prohibit access via cellular data?
- ✓ Is mobile governance — not just mobile access — native to the platform's architecture?

Franchise Ownership & Record Boundaries

- ✓ Can an employee who works for multiple franchisees have a segmented transcript, where each employer sees only the training relevant to its own employment relationship?
- ✓ Can corporate see aggregate brand compliance without exposing individual employee records across franchisees?
- ✓ Can the platform prevent one franchisee from viewing training assigned by another franchisee?

Schoox was built around the realities of frontline, hourly, distributed, franchise-based workforces. Training governance in these environments requires native support for wage-hour rules, mobile reimbursement, franchisee autonomy, joint-employer boundaries, shared employees, and legally sensitive visibility rules. Schoox didn't retrofit these capabilities. The platform was designed from the start around the operational requirements necessary for these types of workforces.

Learn more at www.schoox.com

