

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

TSC Category	Infocomm Technology					
TSC	Technology Application and Implementation					
TSC Description	Integrate technologies into operations of the organisation to optimise efficiency and effectiveness of processes					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		FSS-SNA-2025-1.1	FSS-SNA-3025-1.1	FSS-SNA-4025-1.1		
		Operate new technologies to enhance organisational operations or processes	Implement technology plans and assess effectiveness of implemented new technologies on work operations or processes	Develop overall technology plans by analysing the practicality, feasibility and risks of new technologies		
Knowledge		<ul style="list-style-type: none"> Technology application and usage Standard Operating Procedures (SOPs) for operating automated equipment Required settings and capacity of automated equipment Food, hygiene and safety considerations when operating automated equipment for various products 	<ul style="list-style-type: none"> Trending technology and its application in the operational and management process of food services Technology integration tools, plans and approaches Technology installation and troubleshooting methods Risks involved with implementation of automation and new technologies Performance metrics to measure effectiveness of automation and new technologies Methods and steps to introduce technologies into food and beverage operations 	<ul style="list-style-type: none"> Technology integration tools, plans and approaches Internet of Things (IoT)IoT concepts and technical knowledge of IoT implementation related to the industry Control procedures for technology integration Risk assessment methods and procedures to support business continuity and disaster recovery Change management and communication methods for best adoption of technologies 		
Abilities		<ul style="list-style-type: none"> Operate automated equipment at required settings as stated by the recipe guidelines and SOPs Operate new technologies to improve 	<ul style="list-style-type: none"> Assess performance of department to identify areas for change or improvement using automation and technologies 	<ul style="list-style-type: none"> Socialise new technologies with stakeholders for feedback Determine cost impact and risks associated with 		

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		<p>work operations or processes</p> <ul style="list-style-type: none"> • Conduct feasibility trials of new technologies for integration into work processes • Support technology implementation plans 	<ul style="list-style-type: none"> • Generate ideas for the development of technology enabled solutions to solve business problems • Evaluate the effectiveness of automation and new technologies to solve business problems • Monitor initial usage to ensure technology is adopted appropriately • Implement technology integration plans to meet business requirements while adhering to risk management procedures 	<p>new technology applications</p> <ul style="list-style-type: none"> • Develop technology implementation approaches and schedules • Develop optimisation plans to improve the application of technologies in business operations • Manage any resistance to change and potential conflicts within the organisation when introducing new technology • Create clear policies and guidelines for newly adopted technology 		
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