

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

TSC Category	Food Standards and Workplace Safety Management					
TSC	Food Safety and Hygiene					
TSC Description	Implement and observe food safety and hygiene policies, identify areas for improvement following hygiene audits, develop and audit food safety and hygiene management systems.					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	FSS-FRC-1004-1.1	FSS-FRC-2004-1.1	FSS-FRC-3004-1.1	FSS-FRC-4004-1.1	FSS-FRC-5004-1.1	
	Follow food safety and hygiene procedures and policies, maintain the cleanliness and upkeep of premises	<p>Refresher training on food safety and hygiene procedures and policies, maintain the cleanliness and upkeep of premises</p> <p>Conduct food safety and hygiene checks on personal hygiene practices, usage of safe ingredients, safe handling of food, food storage, equipment and cleanliness of selected work area</p>	<p>Conduct food safety and hygiene checks on personal hygiene practices, usage of safe ingredients, safe handling of food, food storage, equipment and cleanliness of entire premises</p> <p>Understand concepts and principles of Pre-Requisite Programs and Hazard Analysis and Critical Control Point (HACCP) system</p> <p>Implement food safety and hygiene inspection policies and procedures, manage and address non-conformance issues</p>	<p>Develop and implement HACCP based Food Safety Management System according to HACCP principles</p> <p>Carry out internal audit to ensure food safety programmes are compliant with local and international standards for HACCP/FSMS and applicable SFA Regulations</p> <p>Manage and address non-compliance issues based on Food Safety Management System policies and procedures.</p>	Lead audits of Food Safety Management Systems and relate audit findings to the policy and objectives of the organisation, including applicable regulations	
Knowledge	<ul style="list-style-type: none"> Food safety and hygiene related policies, regulations and standards Good personal hygiene practices Importance of using safe ingredients Common measures to prevent cross-contamination Handling of high-risk and ready-to-eat foods Storage of food at correct temperatures and conditions Basic stock rotation practices Basic principles of cleaning and disinfection for equipment and premises Evidence of pest Housekeeping and waste management 	<ul style="list-style-type: none"> Sources of food contamination Types of microorganisms associated with foodborne illnesses Methods of conducting inspection checks on food safety and hygiene standards at work areas Food safety and hygiene lapses and corrective actions 	<ul style="list-style-type: none"> Food safety and hygiene licensing requirements Methods of conduct inspection checks on pre-requisite programs, food safety and hygiene standards for the entire premises Types of cross-containment prevention workflows and zoning methods Food safety and hygiene inspection policies, procedures and work instructions Food safety and hygiene lapses and corrective actions Concepts and principles of Hazard Analysis and Critical Control Points (HACCP) 	<ul style="list-style-type: none"> Types of food categories, their associated risks and characteristics Types of biological, chemical and physical hazards Types of pre-requisite programs Types of observation and interviewing skills Concepts of food safety management including Hazard Analysis and Critical Control Points (HACCP), hazard analysis, hazard and risk assessment and management HACCP plan, its principles and application steps Methods to measure effectiveness of food safety management systems Duties and responsibilities of Food Safety Team Leader and management of Food Safety Team Duties and responsibilities of internal audit roles in the maintenance and improvement of food safety management systems 	<ul style="list-style-type: none"> Duties and responsibilities of audit roles in the maintenance and improvement of food safety management systems Food safety management process-based checklists, documentations and procedures Pre-audit, audit and post-audit process for food safety and hygiene Process for corrective actions and non-conformance issues and lapses Codex Principles of Food Safety and Hygiene Concepts and requirements of international Food Safety Management System standards 	

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<p>Abilities</p>	<ul style="list-style-type: none"> • Practise good personal hygiene • Use safe ingredients • Handle food safely • Store food safely • Maintain cleanliness of equipment and premises • Adopt good workplace safety habits 	<ul style="list-style-type: none"> • Prepare for food safety and hygiene inspections • Conduct food safety and hygiene inspections at work areas • Review the lapses identified during food safety and hygiene inspections • Implement corrective actions 	<ul style="list-style-type: none"> • Conduct food safety and hygiene inspections within entire premises • Implement food safety and hygiene pre-requisite programs • Implement food safety and hygiene inspection policies and procedures • Manage corrective actions to address non-conformance issues and lapses 	<ul style="list-style-type: none"> • Concepts and requirements of Singapore's HACCP standards • Establish food safety and hygiene standards, policies and procedures that comply with food safety related regulations, standards and licensing requirements, defining and documenting expectations • Develop pre-requisite programs • Implement and monitor internal audit process • Report internal audit findings • Identify potential food safety hazards • Determine critical hazards impacting on food safety amongst identified potential food safety hazards • Establish and implement control procedures to manage critical hazards • Monitor measures to control critical hazards • Analyse the effectiveness of monitoring measures • Follow procedures to identify, report and rectify non-conformance 	<ul style="list-style-type: none"> • Lead in the development of food safety and hygiene policies and standards for food safety management • Oversee the implementation of first party, second party and third-party audits for food safety and hygiene • Develop food safety management process-based checklists • Develop and review pre-audit, audit and post-audit process for food safety and hygiene • Oversee the compliance of food safety related regulations, standards and licensing requirements • Monitor and review the food safety and hygiene staff training • Monitor the correction actions for food safety and hygiene non-conformance issues and lapses • Review audit reports 	
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Range of Application	<p>Food safety and hygiene inspection may include but are not limited to:</p> <ul style="list-style-type: none"> • Good personal hygiene practices • Safe usage of ingredients • Safe handling of food • Safe storage of food • Cleanliness of equipment and premises <p>Work areas may include but are not limited to:</p> <ul style="list-style-type: none"> • Receiving area • Food storage area • Preparation area • Cooking area • Production area • Packing area • Delivery area <p>Pre-Requisite Programs may include but are not limited to:</p> <ul style="list-style-type: none"> • Premises, facilities and equipment • Maintenance and calibration • Cleaning and sanitation • Waste management • Pest control methods • Storage, distribution and transport (including temperature control) • Personal hygiene • Food allergens • Training <p>Concepts and requirements of Singapore’s HACCP standards may include but are not limited to:</p> <ul style="list-style-type: none"> • SS444:2018 • SS590:2013 • SS583:2013 <p>Concepts and requirements of international Food Safety Management System standards may include but are not limited to:</p> <ul style="list-style-type: none"> • ISO22000:2018 • FSSC 22000 <p>Key components of audit reports may include but are not limited to:</p> <ul style="list-style-type: none"> • Types of food safety, quality and regulatory compliance • Types of non-conformance issue or lapse • Types of corrective action to manage issues, improve processes and ensure food safety, quality and regulatory compliance
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