

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

TSC Category	Risk Management, Governance and Regulatory Compliance					
TSC	Loss and Risk Prevention Management					
TSC Description	Manage loss and risk policies and procedures to prevent loss and risk incidents in daily business operations to safeguard the property, safety and well-being of guests and/or customers					
TSC Proficiency	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	<Insert TSC Code>	<Insert TSC Code>	<Insert TSC Code>	<Insert TSC Code>	<Insert TSC Code>	<Insert TSC Code>
			Implement and review loss and risk preventive policies and procedures to safeguard privacy and security of property, guest, customers and/or residents	Manage inspection activities, measures and mitigation actions to minimise loss and risk in business operations		
Knowledge			<ul style="list-style-type: none"> Importance of loss and risk prevention in business operations Loss and risk preventive policies and procedures Regulations and guidelines on storing, preparing and delivering of food and beverages services Organisational guidelines for receiving and storing products Empowerment in delegation of responsibilities for loss and risk prevention 	<ul style="list-style-type: none"> Importance of loss and risk prevention in business operations Importance of identifying potential safety and security concerns for preventive actions Benefits of empowerment in the delegation of responsibilities for loss and risk prevention Investigation and disciplinary actions in exceptional cases Criteria for setting targets for successful loss and risk prevention management Importance of implementing changes after reviewing loss and risk policies and procedures Guidelines for maintaining safe work areas, in accordance with the Workplace Safety and Health Act 		
Abilities			<ul style="list-style-type: none"> Plan loss and risk preventive procedures 	<ul style="list-style-type: none"> Identify causes, areas and perpetrators of potential loss and risk 		

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			<ul style="list-style-type: none"> • Apply measures to ensure organisational compliance with loss and risk preventive policies and procedures • Assist to review effectiveness of loss and risk preventive policies and procedures • Influence others to be vigilant in safeguarding privacy and security of property, guests, customers and/or residents • Explore implementation of alternative measures for loss and risk prevention 	<ul style="list-style-type: none"> • Review safety, privacy and security practices with relevant stakeholders • Manage inspection activities and mitigation actions to minimise loss and risk • Handle exceptional cases via investigation and disciplinary actions • Review effectiveness of loss and risk policies and procedures, and implement changes • Influence others to be vigilant in safeguarding privacy and security of property, guests, customers and/or residents 		
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