

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

<b>TSC Category</b>	Workplace Housekeeping, Safety and Security					
<b>TSC</b>	Food and Beverage Safety and Hygiene					
<b>TSC Description</b>	Implement and observe food and beverage safety and hygiene policies and identify areas for improvement following hygiene audits					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>RET-WHS-1001-1.1</b>	<b>RET-WHS-2001-1.1</b>	<b>RET-WHS-3001-1.1</b>	<b>RET-WHS-4001-1.1</b>	<b>RET-WHS-5001-1.1</b>	
	Follow hygiene procedures and policies, maintain the cleanliness and upkeep of premises	Identify hygiene hazards that may affect the health and safety of customers, colleagues and self	Conduct food and beverage hygiene audits by inspecting personal and food hygiene	Implement food and beverage safety and hygiene policies and procedures. Manage and address non-compliance issues based on food and beverage safety and hygiene policies and procedures.	Develop food and beverage safety and hygiene policies, establish safety and hygiene monitoring systems and ensure programmes are compliant with food handling practices and applicable regulations	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Food and beverage safety and hygiene related regulations and standards</li> <li>• Work processes and practices to be audited</li> <li>• Standards for housekeeping and cleaning</li> <li>• Methods for cleaning and disinfection of food premises</li> <li>• Food poisoning and foodborne infections and illnesses</li> <li>• Indicators of pest infestation</li> <li>• Methods for control and disposal of pests</li> <li>• Basic principles of cleaning processes for cleaning cutlery, utensils, equipment, surfaces or floors</li> <li>• Desirable environmental conditions</li> <li>• Required personal protective clothing</li> <li>• Guidelines for personal hygiene</li> </ul>	<ul style="list-style-type: none"> <li>• Food and beverage safety and hygiene related regulations and standards</li> <li>• Audit procedures</li> <li>• Work processes and practices to be audited</li> <li>• Standards for housekeeping and cleaning</li> <li>• Methods for cleaning and disinfection of food premises</li> <li>• Food poisoning and foodborne infections and illnesses</li> <li>• Indicators of pest infestation</li> <li>• Methods for control and disposal of pests</li> <li>• Basic principles of cleaning processes for cleaning cutlery, utensils, equipment, surfaces or floors</li> <li>• Desirable environmental conditions</li> <li>• Required personal protective clothing</li> <li>• Guidelines for personal hygiene</li> </ul>	<ul style="list-style-type: none"> <li>• Audit procedures</li> <li>• Work processes and practices to be audited</li> <li>• Standards for housekeeping and cleaning</li> <li>• Methods for cleaning and disinfection of food premises</li> <li>• Food poisoning and foodborne infections and illnesses</li> </ul>	<ul style="list-style-type: none"> <li>• Food safety and hygiene related regulatory and licensing requirements</li> <li>• Concepts and principles of Singapore Standard: Guidelines on Food Safety Management for Food Service Establishments</li> <li>• Critical control points, limits and control measures</li> <li>• Essential requirements for determining control measures and critical limits of critical control points</li> <li>• Appropriateness and effectiveness of monitoring measures to control critical hazards</li> <li>• Appropriateness and effectiveness of corrective and preventive actions for non-conformances</li> <li>• Importance of developing food and beverage hygiene procedures</li> <li>• Components of operations</li> <li>• Types of biological, chemical and physical hazards in food handling</li> </ul>	<ul style="list-style-type: none"> <li>• Food and beverage safety and hygiene related regulations, standards and licensing requirements</li> <li>• Importance of developing food and beverage safety and hygiene procedures</li> <li>• Components of operations</li> <li>• Types of biological, chemical and physical hazards in food handling processes</li> <li>• Types of foods handled in operations and their characteristics</li> <li>• Critical control points, limits and control measures</li> <li>• Maintenance requirements of premises</li> <li>• Food preparation equipment requirements</li> <li>• Food service equipment requirements</li> </ul>	

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				<p>processes</p> <ul style="list-style-type: none"> <li>• Types of foods handled in operations and their characteristics</li> <li>• Maintenance requirements of premises</li> <li>• Food preparation equipment requirements</li> <li>• Food service equipment requirements</li> </ul>		
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Practise good personal hygiene</li> <li>• Use safe ingredients</li> <li>• Handle food safely</li> <li>• Store food safely</li> <li>• Maintain cleanliness of utensils, equipment and service or storage areas</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare for food and beverage hygiene audits</li> <li>• Adhere to food hygiene standards</li> <li>• Execute defined audit methods and plan timing of audits in different areas of food outlets to ensure relevant work processes and practices are observed</li> <li>• Complete checklists and gather records from past audit exercises</li> <li>• Assess changes and/or improvements to operational processes</li> </ul>	<ul style="list-style-type: none"> <li>• Plan for food and beverage hygiene audits</li> <li>• Conduct food and beverage hygiene audits on practising good personal hygiene</li> <li>• Conduct food and beverage hygiene audits on safe usage of ingredients</li> <li>• Conduct food and beverage hygiene audits on safe handling of food</li> <li>• Conduct food and beverage hygiene audits on safe storing of food</li> <li>• Conduct food and beverage hygiene audits on maintaining the cleanliness and upkeep of utensils, equipment and premises</li> </ul>	<ul style="list-style-type: none"> <li>• Identify potential food safety hazards</li> <li>• Determine critical hazards impacting on food safety amongst identified potential food safety hazards</li> <li>• Establish and implement control procedures to manage critical hazards</li> <li>• Monitor measures to control critical hazards</li> <li>• Analyse the effectiveness of monitoring measures</li> <li>• Follow procedures to rectify non-conformance</li> </ul>	<ul style="list-style-type: none"> <li>• Establish food and beverage safety and hygiene standards that comply with food and beverage safety related regulations, standards and licensing requirements, defining and documenting expectations</li> <li>• Establish policies and procedures for food safety and hygiene</li> <li>• Establish and review in-house audit processes for food safety and hygiene</li> </ul>	