FACTSHEET ON THE FOOD & BEVERAGE WORKFORCE SKILLS QUALIFICATIONS SYSTEM

The Food & Beverage (F&B) Workforce Skills Qualifications (WSQ) is a national qualifications system for the F&B workforce.

2 The system establishes national occupational standards for each F&B job function and maps out the skills progression pathways at each level (operation, supervisory & managerial). Workers are assessed on their competencies in their job, and will receive national certification if they meet the standards set in the system.

3 F&B WSQ is jointly developed by the F&B Industry, which is spearheaded by a council led by the CEO of Apex-Pal International Douglas Foo, together with the Singapore Workforce Development Agency (WDA). The list of F&B industry council members are at Annex A.

Occupational Standards & Progression Pathways

4 The occupational standards recognised under F&B WSQ are categorised in two broad tracks: F&B production and F&B service. Workers with the competencies set in the system will have their skills nationally certified. Over 180 competencies have been developed. They cover the wide range of F&B sub-sectors:

a. Restaurants
b. Café & Bakeries
c. Club & Bar
d. Food Shops (hawker centres, food courts, coffee shops)
e. Catering

5 There are flexible pathways for workers to have their skills certified. This could be done through:

a. Training and assessment
b. Direct Assessment
c. Recognition of prior learning (i.e. current work competencies, work experiences and prior learning)

6 The skills progression pathway is at Annex B. The competencies are at Annex C.

7 The number of units required at each certification level are:

Tracks	Levels	National Certification	WSQ Units
Production	Operations	Certificate in Food Preparation	7
	Operations	Higher Certificate in Culinary Skills	8
	Supervisory	Advanced Certificate in Culinary Skills	9
	Managerial	Diploma in Culinary Management	14
Service	Operations	Certificate in F&B Service	7
	Operations	Higher Certificate in F&B Service	6
	Supervisory	Advanced Certificate in F&B Service	8
	Managerial	Diploma in F&B Service	14

How Companies can Use the System

8 Companies can use the competencies in the system to guide them on the skilling-up of their staff. They can package the competencies into training programmes. Such programmes will adhere to principles of adult learning to make it easy for the adult worker through bite-size segments and incorporating flexible learning (e.g. On-Job-Training). The training can be offered by the in-house training system (after accreditation by WDA), or other external WDA-accredited training providers. Workers will be assessed at the end of the training programme to see if they have achieved the competencies. WDA has a rigorous accreditation system to maintain the quality of training and assessment.

9 The system is also a tool for companies to recognize or groom talent through the skills progression pathway. Companies can use direct assessment to recognize the skills of their long-serving staff or build in the WSQ competencies into the career development system for their staff. They can also recruit talent using the qualifications under F&B WSQ.

10 Companies have the option of sending their workers to complete one or a few competency units, or taking up the full qualification. Those who have successfully completed one WSQ unit will get a Statement of Attainment (SOA). They can then complete enough units to count towards the national qualifications at Certificate, Higher Certificate, Advanced Certificate and Diploma levels.

11 Companies that send their workers for WSQ-aligned training programmes can receive the following course fee support:

Type of programme	Nature of training	Workers below 40 years old	Workers 40 years old and above
Training & Assessment	External training provider	80% of course fees & assessment fees, capped at $8 per hour	90% of course fees & assessment fees, capped at $16 per hour
	In-house course	$8 per hour	

12 If they would like to put their staff through direct assessment, the following funding support can be provided:

Type of programme	Nature of training	Workers below 40 years old	Workers 40 years old and above
Direct Assessment	External training provider	80% of assessment fees, capped at $200 per assessment	90% of assessment fees, capped at $200 per assessment
	In-house course	$11 per hour, capped at $200 per assessment	

13 More information is at http://wsq.wda.gov.sg/.

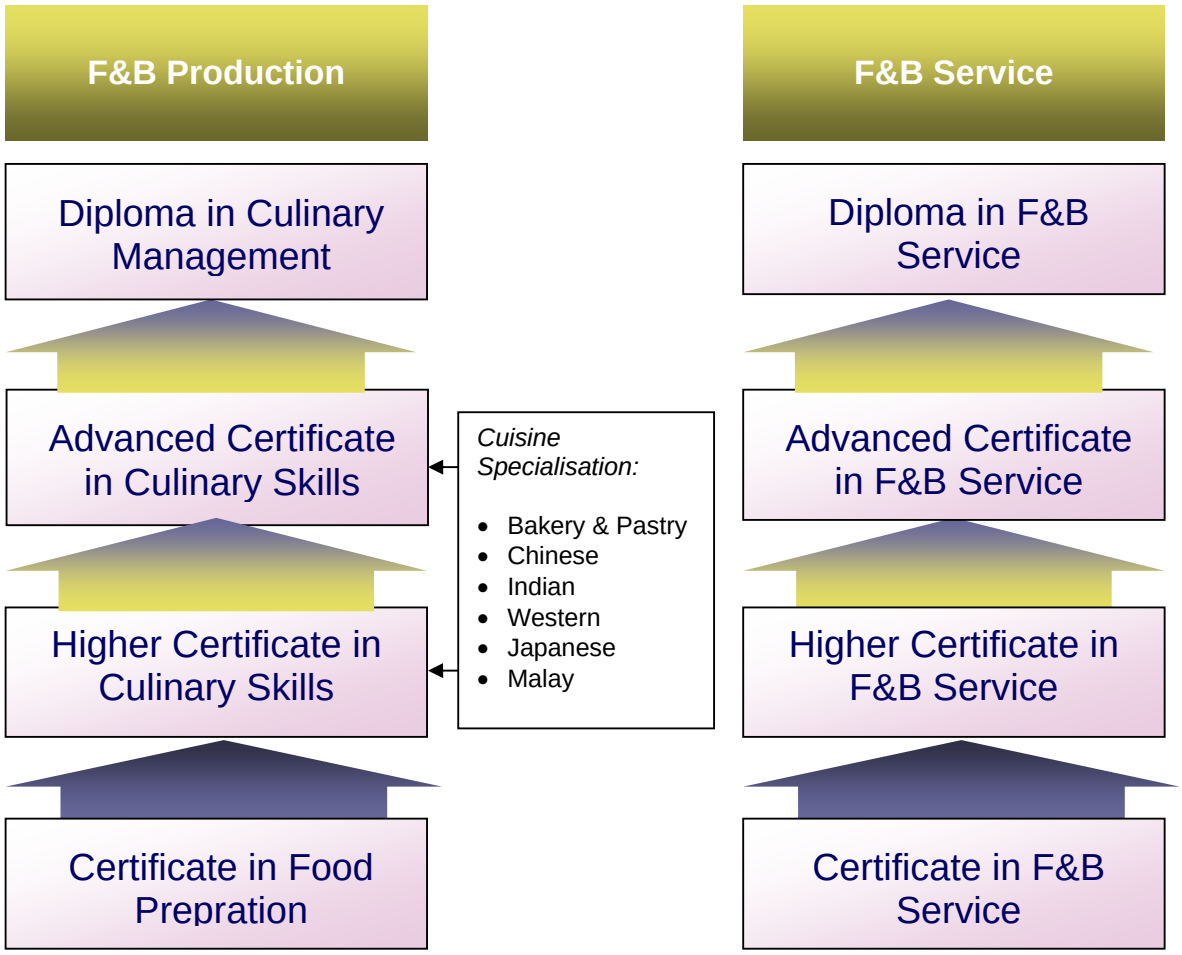
ANNEX A

FOOD AND BEVERAGE (F&B) INDUSTRY SKILLS AND TRAINING COUNCIL (ISTC)

S/N	Name	Company	Designation
Chairman			
1.	Mr Douglas Foo	Apex-Pal International Ltd	Chief Executive Officer
Members			
2.	Mr Ricky Goh	Delifrance Asia Limited	CEO
3.	Mr Ang Kiam Meng	Jumbo Serangoon Restaurant Pte Ltd	General Manager
4.	Mr Ramachandra s/o Muthusamy Kulanthaivelu	Ananda Bhavan Restaurant	Managing Partner
5.	Ms Susan Tann	ABR Holdings Limited	General Manager
6.	Ms Mun Wai Fun / Ms Christina Wee	Les Amis Group of Restaurants	Special Projects Manager
7.	Ms Josie Liow	McDonald's Restaurants Pte Ltd	Head of Training & Operations Development
8.	Mr Steven Lee	Food Junction Management Pte Ltd	Area Operations Manager
9.	Mr Vincent Tan	Select Catering Services Pte Ltd	Managing Director
10.	Mr Simon Lim	Wong San's Pte Ltd	Managing Director
11.	Ms Margaret Heng	Singapore Hotel Association	Divisional Director (Membership Services and Industry Matters
12.	Mr Otto Weibel	Singapore Chefs Association	Honorary President and Mentor
13.	Mr Christopher Tan Kong Nam	Foochow Coffee Restaurant & Bar Merchants Association	Head of Commerce
14.	Mr Peter Knipp	Peter Knipp Holdings Pte Ltd	Managing Director
15.	Mr Tan Soon Yam	Food, Drinks and Allied Workers' Union (FDAWU)	General Secretary
16.	Mr Goh Eng Ghee	Workforce Development Agency (WDA)	Deputy Chief Executive
17.	Ms Teo Sio Hoon	Workforce Development Agency (WDA)	Director
18.	Ms Leung Wai Ling	SPRING Singapore	Ag Director
19.	Mr Khoo Seow Poh	National Environment Agency (NEA)	Director-General

ANNEX B

QUALIFICATIONS UNDER F&B WSQ



Food & Beverage Workforce Skills & Qualifications (WSQ) System

(a) Food & Beverage Production

WSQ Certificate in Food Preparation (7 units)		
Core:	• Maintain Safe and Secure Working Environment • • Follow F&B Safety and Hygiene Policies and Procedures • • Maintain Quality Control Procedures • • Maintain F&B Production Environment • • Prepare Mise En Place 1 •	
Electives:	**F&B Production** • Receive and Store Products • Prepare Meat, Poultry, Fish and Seafood • Prepare Vegetables, Fruits, Nuts and Mushrooms • Prepare Non-Alcoholic Beverages • Prepare Deep-Fried Ready-to-Use Products • Bread and Deep Fry Chilled Products • Prepare Grilled Ready-to-Use Products • Prepare Soft Serve Products • Maintain Halal Certification Requirements	**Sales and Marketing** • Interact with Guests • Maintain Displays **Outlet and Equipment Management** • Maintain Equipment **Risk Management** • Demonstrate First Aid/CPR Skills

WSQ Higher Certificate in Culinary Skills (8 units)		
Core:	• *For Cuisine Specialisation*: • • Prepare Mise En Place 2 • Demonstrate Basic Moist Heat Cooking Methods • Demonstrate Basic Dry Heat Cooking Methods	• *For Bakery and Pastry Specialisation*: • • Prepare Basic Bread • Prepare Basic Cakes • Prepare Short-crust Pastry
Electives:	**Malay Cuisine** • Prepare Malay Condiments • Prepare Malay Rice Dishes • Prepare Malay Fried Dishes • Prepare Basic Malay Vegetable Dishes • Prepare Basic Malay Desserts **Chinese Cuisine** • Prepare Basic Chinese Appetisers • Prepare Basic Chinese Rice Dishes • Prepare Basic Chinese Noodle Dishes • Prepare Basic Dim Sum Dishes • Prepare Basic Chinese Braised Dishes • Prepare Basic Chinese Deep Fried Dishes • Prepare Basic Chinese Stir Fried Dishes • Prepare Basic Chinese Soup/Broth Dishes • Prepare Basic Chinese Steamed Dishes • Prepare Basic Chinese Vegetables/Tofu Dishes • Prepare Basic Chinese Desserts **Indian Cuisine** • Prepare Basic Indian Traditional Beverages • Prepare Basic Indian Traditional Sweetmeats • Prepare Basic Indian Snacks and Savouries • Prepare Basic Indian Breads • Prepare Basic Indian Sauces **F&B Production** • Maintain Halal Certificate Requirements	**Bakery and Pastry** • Prepare Muffins and Scones • Prepare Pre-mix, Frozen and Bake-off Products • Prepare Cookies • Prepare Pancakes, Crepes and Waffles • Prepare Sweet and Savoury Fillings, Sauces and Creams • Prepare Icing, Chocolates and Glazes **Western Cuisine** • Make Vegetable Preparations • Prepare Basic Western Stocks and Soups • Prepare Western Foundation Sauces • Prepare Western Cold Sauces • Prepare Basic Western Egg and Dairy Products • Prepare Basic Western Grains and Legumes • Prepare Pasta • Prepare Cold Plates and Garnishes • Prepare Sandwiches **Japanese Cuisine** • Prepare Japanese Sauces and Soups • Prepare Sunomono and Aemono • Prepare Japanese Noodle Dishes • Prepare Agemono • Prepare Japanese Mushimono • Prepare Sushi • Prepare Bento Set

WSQ Advanced Certificate in Culinary Skills (9 units)

Core:

• Supervise Food Production •
• Supervise Staff •
• Maintain Inventories •
• Workplace Safety and Health (Supervisory) •

Electives:

Japanese Cuisine
- Prepare Nabemono
- Prepare Donburi
- Prepare Yakimono
- Prepare Sashimi
- Prepare and Serve Teppanyaki
- Prepare Nimono

Indian Cuisine
- Prepare South Indian Vegetarian Dishes
- Prepare South Indian Vegetarian Gravies
- Prepare North Indian Gravies
- Prepare Basic Tandoori Meats
- Grind Wet Flour
- Prepare Masala and Curry Paste
- Prepare Thosay
- Prepare Special Rice
- Prepare South Indian Fish/Meat Dishes
- Prepare South Indian Non-vegetarian Gravies

Western Cuisine
- Prepare Western Specialty Meat, Poultry, Fish and Seafood Products
- Demonstrate Western Curing Methods
- Prepare Advanced Western Soups
- Prepare Advanced Western Sauces
- Prepare Advanced Western Egg and Dairy Products
- Prepare Western Specialty Grain Products
- Prepare Advanced Western Salads and Garnish

Sales and Marketing
- Implement Marketing Strategies

Outlet and Equipment Management
- Implement Site/Outlet and Equipment Maintenance Plans

Bakery and Pastry
- Prepare Café-style Breads
- Prepare Puff Pastries
- Prepare Yeast-raised Pastries
- Prepare Choux Pastries
- Prepare Hot and Cold Desserts

Chinese Cuisine
- Prepare Advanced Chinese Rice Dishes
- Prepare Advanced Chinese Noodle Dishes
- Prepare Advanced Dim Sum Dishes
- Prepare Chinese Braised Dishes
- Prepare Chinese Stewed Dishes
- Prepare Advanced Chinese Deep Fried Dishes
- Prepare Advanced Chinese Stir Fried Dishes
- Prepare Advanced Chinese Soup/Broth Dishes
- Prepare Advanced Chinese Steamed Dishes
- Prepare Advanced Chinese Baked/Barbequed Dishes
- Prepare Advanced Chinese Vegetable/Tofu Dishes
- Prepare Advanced Chinese Desserts

Malay Cuisine
- Prepare Malay Grilled Dishes
- Prepare Malay Stew-type Dishes
- Prepare Malay Noodle Dishes
- Prepare Advanced Malay Vegetable Dishes
- Prepare Malay Gravies
- Prepare Malay Sauces
- Prepare Advanced Malay Desserts

Food and Beverage Service
- Provide Wine Service

Risk Management
- Implement Loss Prevention
- Implement Risk Management Plans
- Conduct Food and Beverage Hygiene Audit

Human Resource Management
- Conduct Orientation and Training

Business Planning and Finance
- Monitor Income and Expenses

Food and Beverage Production
- Supervise Dish-washing Services
- Understand Basic Nutritional Knowledge and Dietary Requirements

WSQ Diploma in Culinary Management (14 units)

Core:

• Manage Cost and Quality Controls •
• Develop Menu •
• Comply with Legal Requirements •
• Develop and Implement Budget •
• Administer Purchasing and Receiving Procedures •
• Manage Training •
• Hire Staff •
• Appraise/Evaluate Staff •
• Handle Terminations, Dismissals and Resignations •
• Workplace Safety and Health (Managerial) •

Electives:

Risk Management
- Manage Loss Prevention
- Develop Risk Management Plans
- Manage Compliance with F&B Safety, and Hygiene Policies and Guidelines

Business Planning and Finance
- Develop and Implement Business Strategies
- Manage Insurance Services
- Develop Franchising Strategies
- Manage Food Stall Operators

Sales and Marketing
- Conduct Situational Analysis
- Develop Marketing Strategies
- Monitor Marketing Strategies
- Develop Relationships with New Corporate Clients
- Optimise Sales
- Direct Media Activities
- Develop and Oversee Public Relations Strategies

Human Resource Management
- Establish Human Resource Management Plan

	Outlet and Equipment Management • Manage Site/Outlet and Equipment Maintenance	• Manage Human Resources in a Union Environment

(b) Food & Beverage Service

WSQ Certificate in F&B Service (7 Units)		
Core:	• Interact with Guests • • Prepare for Service • • Maintain Food and Beverage Service Environment • • Maintain Safe and Secure Work Environment • • Follow Food and Beverage Safety and Hygiene Policies and Procedures •	
Electives:	**Food and Beverage Service** • Set up Venue/Site • Provide Room Service • Provide Buffet Service • Perform Hosting Duties • Provide Counter/Take-away Service • Provide Food and Beverage Delivery Service • Process Payment **Sales and Marketing** • Maintain Displays **Risk Management** • Demonstrate First Aid/CPR Skills	**Food Production** • Prepare Non-Alcoholic Beverages • Maintain Halal Certification Requirements • Prepare Deep-fried Ready-to-Use Products • Bread and Deep Fry Chilled Meat/Fish/Poultry • Prepare Grilled Ready-to-Use Products Prepare Soft Serve and Ready-to-Use Salad Products **Outlet and Equipment Management** • Maintain Equipment

WSQ Higher Certificate in F&B Service (6 units)		
Core:	• Interact with and Serve Food and Beverage Guests • • Provide Safety and Security for Guests •	
Electives:	**Food and Beverage Production** • Prepare Non-alcoholic Beverages • Maintain Halal Certification Requirements • Prepare Cold Plates and Garnishes • Prepare Sandwiches **Risk Management** • Provide On-site Security • Maintain Site/Outlet Components **Sales and Marketing** • Promote Tourism • Sell Banquets and Catering Events	**Food and Beverage Service** • Provide Wine Service • Prepare and Serve Alcohol • Provide Tobacco Service • Provide Table-side Service • Provide Catering Service • Process Payments • Provide Specialty Coffee Service • Provide Specialty Tea and Hot Beverage Service

WSQ Advanced Certificate in F&B Service (8 units)		
Core:	• Maintain Inventories • • Co-ordinate Food and Beverage Service • • Provide Quality Control for Service • • Supervise Staff • • Conduct Orientation and Training • •Workplace Safety and Health (Supervisory) •	
Electives:	**Sales and Marketing** • Implement Marketing Strategies • Implement Media Activities **Outlet and Equipment Management** • Implement Site/Outlet and Equipment Maintenance Plans **Food and Beverage Service** • Co-ordinate Catering	**Risk Management** • Implement Loss Prevention • Implement Risk Management Plans • Conduct Food and Beverage Hygiene Audit **Food and Beverage Production** • Understand Basic Nutritional Knowledge and Dietary Requirements

	• Supervise Room Service • Supervise Bar Service **Business Planning and Finance** • Manage Income and Expenses

WSQ Diploma in F&B Service (14 Units)	
Core:	• Manage Guest Service • • Comply with Legal Requirements • • Develop and Implement Budget • • Administer Purchasing and Receiving Procedures • • Optimise Sales • • Manage Training • • Hire Staff • • Appraise/Evaluate Staff • • Handle Terminations, Dismissals and Resignations • • Workplace Safety and Health (Managerial) •
Electives:	**Business/Financial Administration** • Develop Franchising Strategies • Manage Food Stall Operators • Develop and Implement Business Strategies • Manage Insurance Services **Human Resource Management** • Establish Human Resource Management Plan • Manage Human Resources in a Union Environment **F&B Service** • Manage Catering **Outlet & Equipment Management** • Manage Site/Outlet and Equipment Maintenance **Sales and Marketing** • Conduct Situational Analysis • Develop Marketing Strategies • Monitor Marketing Strategies • Develop Relationships with New Corporate Clients • Direct Media Activities • Develop and Oversee Public Relations Strategies **Risk Management** • Manage Compliance with F&B Safety and Hygiene Policies and Procedures • Manage Loss Prevention • Develop Risk Management Plans