Level 2 Fishmonger Apprenticeship Standard End Point Assessment (EPA)

What is the Fishmonger EPA?
The EPA is a compulsory component of the Level 2 Fishmonger Apprenticeship. It is used to confirm that your apprentice has achieved the skills, knowledge and behaviours required by the Standard. As the EPA determines whether an apprentice has succeeded in their apprenticeship it is important to register them only when they are ready.

First and foremost the apprentice must have successfully completed all the mandatory requirements of the fishmonger apprenticeship itself. These are:

The Training programme
- Which must have exceeded the 12 month Government minimum duration
- Apprentices will need to complete the training programme as set by their employer. This programme will develop the skills, knowledge and behaviours as detailed in the Standard

Mandatory Qualifications
- Level 1 English
- Level 1 Mathematics

Apprentices must also have attempted level 2 English and Maths, though are not required to have achieved this.

The EPA itself
There are two parts to the EPA:

The Gateway This is a vital final review period, which happens once all the mandatory elements of the apprenticeship are complete. Once FDQ have received the apprentice’s online application and evidence of programme completion, an independent examiner (IA) in conjunction with the employer will ‘sign off’ the apprentice as ready for their EPA.

EPA tests The end-point assessment takes place in the final 12 weeks of the apprenticeship. It includes three distinct components:
1. A written knowledge test answered through a combination of multiple choice and extended answer questions
2. A workplace-based practical observation of skills
3. A professional dialogue and interview

1. Knowledge Test

The knowledge test assesses the underpinning knowledge and understanding and comprises 50 multiple choice questions (MCQs) and 10 extended answer questions. The assessment will be undertaken under controlled conditions within a 90-minute time limit. The knowledge test will assess understanding of the following knowledge areas:

<table>
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<tr>
<th>The history and development of the fish and shellfish sector</th>
<th>The range of commercially available fish and shellfish species, harvesting methods and fish stocks</th>
<th>Seasonality and supply and the factors that impact on price and availability</th>
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<tbody>
<tr>
<td>The fish and shellfish supply chain</td>
<td>The principles of product food safety</td>
<td>The principles of displaying fish and shellfish for sale</td>
</tr>
<tr>
<td>Safe handling and storage of fish and shellfish from receipt to sale, including opening and closing a fish display counter</td>
<td>Stock control, product pricing, traceability and quality assurance</td>
<td>Preparation of the different types of fish and shellfish for retail display and sale</td>
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<tr>
<td>Customer requirements, and how to meet their expectations; Complaints</td>
<td>The principles of selling fish and shellfish, profitability and how to maximise sales</td>
<td>How to process the sale of fish and shellfish including weighing, packing and labelling</td>
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<td>The factors that impact on the commercial success of the business</td>
<td>Basic cooking methods – recipes for a variety of fish and shellfish</td>
<td>Health and safety within the working environment</td>
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The apprentice must pass the knowledge test to move onto the next assessment. The pass mark is 120 out of a maximum of 200 points. There is no individual grading for the knowledge test but it accounts for 20% towards the overall EPA score. FDQ will provide support materials including an extensive question bank to help the apprentice prepare for EPA.
2. Practical Observation

Before the practical observation can take place an FDQ independent examiner will meet with the training provider and employer to ensure the processing environment is suitable for the purposes of observing a controlled assessment. If not, up to 15% of the observation time may take place in a simulated environment. The apprentice will be observed undertaking a range of process tasks over a period of 6.5 -8 hours, either at a single session or over multiple sessions.

Where seasonality or other business constraints prevent the apprentice being able to carry out all the necessary elements of the observation, supplementary evidence (gathered no more than 3 months prior) may be submitted and used within the time frame of the observation.

Following a pre-assessment visit, the employer, training provider and FDQ will evaluate the naturally occurring processing environment and map these in to a practical observation test to demonstrate the apprentice’s duties and activities. FDQ will ensure the plan covers the necessary standard requirements and the apprentice has sufficient scope to move from one area / function of the business to another. This is in order to best demonstrate how they have applied their knowledge, skills and behaviours in a real-work environment to achieve genuine and demanding work objectives.

During the practical observation the independent examiner will question the apprentice to clarify the knowledge and understanding being applied. The practical observation will cover the following aspects of the standard:

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Skills</th>
<th>Behaviours</th>
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<tr>
<td>Safe handling and storage of fish and shellfish from receipt to sale, including opening and closing a fish display counter</td>
<td>Adherence with safe handling and storage requirements from receipt to sale, including stock rotation, quality assessment, temperature control and monitoring and avoiding cross contamination</td>
<td>Safe Working: ensures safety of self and others, addresses safety issues and concerns</td>
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<td>Stock control, product pricing, traceability and quality assurance</td>
<td>The ability to hand prepare fish including removing fish scales, gutting, filleting,boning, pocketing, canoeing and skinning</td>
<td>Hygienic working: follows food safety procedures and policies, address food safety issues and concerns</td>
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<tr>
<td>Preparation of the different types of fish and shellfish for retail display and sale</td>
<td>The ability to hand prepare shellfish including dressing and shucking</td>
<td>Ownership of work: accepts responsibility and is proactive</td>
</tr>
<tr>
<td>The principles of displaying fish and shellfish for sale</td>
<td>Display fish and shellfish for retail sale</td>
<td>Pride in work: integrity, aims for excellence, punctual and reliable</td>
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<tr>
<td>How to process the sale of fish and shellfish including weighing, packing and labelling</td>
<td>An ability to sell fish and shellfish by interpreting and satisfying customer needs, through upselling/link selling and promotions</td>
<td>Integrity and respect: for all colleagues</td>
</tr>
<tr>
<td>Health and safety within the working environment</td>
<td>Process the sale of fish and shellfish, including portioning, preparing, weighing, packing, labelling and processing payments relevant to the business</td>
<td>Problem solving: identifies and participates in problem solving</td>
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<td></td>
<td>Use tools and equipment safely in the handling, preparation and sale of fish and shellfish</td>
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**Knowledge** | **Skills** | **Behaviours**
--- | --- | ---
| | Work safely and hygienically in the handling, preparation and sale of fish and shellfish | Effective Communication: confident and professional engagement with others, listens effectively, receives feedback |
| | Communicate effectively with customers and colleagues |

The practical observation is not individually graded at merit or distinction. The total points gained in the observation contribute 50% towards the final EPA grade.

### 3. Professional Dialogue and Interview

The professional dialogue and interview is a structured one to one between the independent examiner and the apprentice. It only takes place after the knowledge test and practical observation have been successfully completed. It will be conducted by an independent examiner in a quiet area of the workplace. It lasts between 40-45 minutes and the apprentices are allowed to bring written notes and/or evidence into the interview, though these will not be assessed. Independent examiners will select from a bank of competency-based questions to ensure a consistent approach. The dialogue and interview assess competency against the following aspects of the standard:

| Customer requirements, and how to meet their expectations; Complaints | The factors that impact on the commercial success of the business | Handle complaints and resolve problems appropriate to business policy and procedures |
| Ownership of work: accepts responsibility and is proactive | Self-development: seeks learning and development opportunities | Working in a team: builds good relationships with others |
The total points from the professional dialogue and interview contribute 30% towards the final EPA grade. It is not individually graded at merit or distinction.

**How can I help prepare my apprentice for their EPA?**

The FDQ Preparation for End Point Assessment Guide will explain the assessments in greater detail and is a 'must read' for apprentices, training providers and importantly employers. The guide will specify the EPA requirements offering tips and advice on activities that will best prepare the apprentices to undertake their assessments.

The Guide should be used in the months leading up to the appointed EPA. It includes a helpful self-assessment checklist to identify any remaining gaps in knowledge or skills which need to be rectified prior to applying for EPA from FDQ.

**Where will the assessments take place?**

The EPA will usually take place at the apprentice’s workplace, following an independent examiner’s visit to confirm suitability. EPA tests are conducted in a controlled environment, that means the venue must be fit for examinations and clear from disruption for the duration of the test.

**What will my apprentice need to bring with them on the day?**

They will need to bring:

- their photo identification document (ID)
- personal protective equipment

**Who will mark the assessments?**

A trained FDQ independent examiner will carry out the EPA. IA’s then submit their judgements to FDQ and after moderation results will be published through FDQ’s online centre management system. This process typically takes up to 4 weeks.
What are the grading criteria?
There are four possible grades: Fail, Pass, Merit or Distinction. Apprentices receive an overall grade for their apprenticeship. To be awarded their apprenticeship, apprentices must achieve a pass in each component of their EPA.

What happens if my apprentice fails their EPA?
Apprentices will be able to re-sit their assessment or assessments once within a three month period of their original EPA. Depending on points scored a further period of learning and a professional review of performance may be required before re-taking all or part of their EPA. If an apprentice fails one or more components of their EPA the maximum grade awarded is a Pass.

What funding is available for EPAs?
To encourage completion of apprenticeship training, government withhold 20% of the total apprenticeship funding, until the EPA’s have been concluded. This represents the maximum cost of an EPA.

What are the fees for an EPA?
FDQ's maximum charge for a Fishmonger EPA is 15-20% of the £12,000 total funding.

Your apprentices EPA will be priced individually, taking into account variables such as:
- location – how far the independent assessor needs to travel to the apprentices workplace or external EPA centre
- number of apprentices being assessed – where several apprentices can be assessed in one place on the same day, discounts will apply

This is to ensure FDQ can price the assessment fairly and provide the best value for money. Providers using the FDQ EPA Service will also receive a guide for preparing apprentices for EPA as part of the application process. What’s more the fee also includes a pre-EPA visit from the independent examiner to ensure the apprentice, employer and provider are completely clear about the EPA and what is required.

For a detailed quote please call us on 0113 3970 395 or email fdq@fdq.org.uk.

Please note:
The EPA fee must be paid 7 days in advance of the appointed day, this is to cover set up and delivery costs. The Training Provider is charged for the EPA.