

Food and Drink Technical Operator Guide to EPA

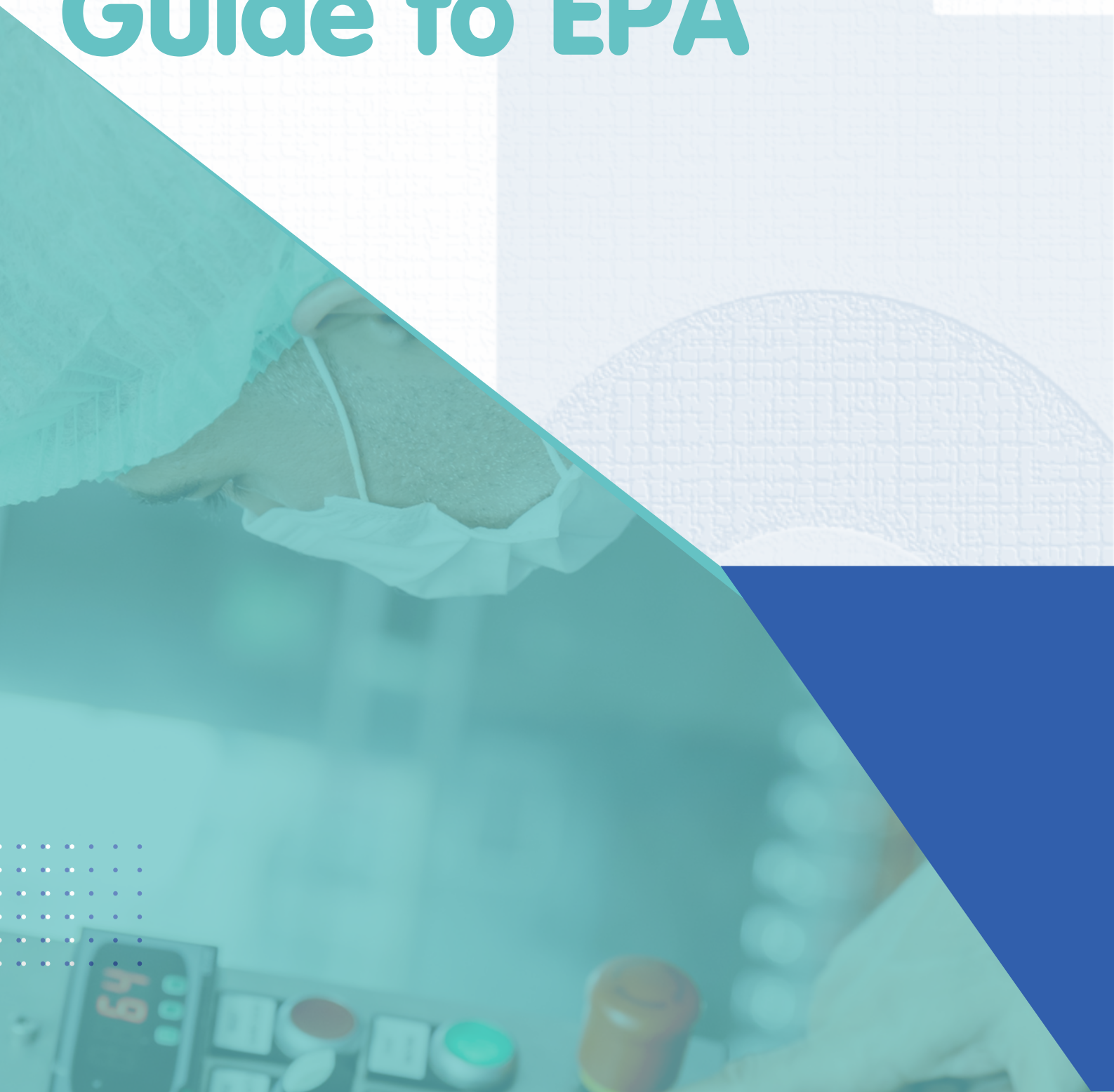


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Document History

This document replaces all previous versions. The Guide to EPA is subject to regular revision and is maintained and version controlled electronically.

Previous changes were recorded separately and are held by the Quality and Operational Assurance Director.

Date	Change
18/08/2023	Minor typos and formatting JCQ guidelines added Resit/retake form removed, as now on the Gateway form Clarification of resit/retake timelines
22/08/2023	KT test specification minor amend to section 1 and section 14 – range statements combined to ensure number of items in test meets the assessment plan.
12/02/2024	All guides redesigned and condensed down to suit apprentices, employers and training providers.



WHAT IS AN END-POINT ASSESSMENT?

The EPA is the final part of your apprenticeship. It is important so prepare well for it! It is designed to confirm you have the skills, knowledge and behaviours needed to become a qualified Food and Drink Technical Operator.

Getting ready for your EPA:

To enter gateway you will need to have the following requirements:

- Level 2 English and Maths
- Gateway declaration completed and signed by the training provider, centre and apprentice.
- Compilation of a portfolio of evidence to underpin the interview

Reasonable adjustments:

Your employer must inform FDQ if you need any reasonable adjustments for your EPA. For example, extra reading time or instructions in larger font. Make the request for adjustments when your employer requests your EPA test. FDQ is committed to provide equality throughout all our EPAs.

The FDQ Arrangements for reasonable adjustment policy can be found at www.fdq.org.uk

EPA Itinerary:

FDQ will send details of the date and time of your EPA to your employer and yourself. This will be sent by our operations team when they have confirmation from the relevant EPA manager. Apprentices have 12 weeks to complete their EPA once they have entered the FDQ gateway.

What happens after your EPA day?

FDQ will confirm the final results, including a grade for the EPA to your training provider. This takes around 21 working days from your final EPA date. If you pass your EPA, the Education and Skills Funding Agency (ESFA), on behalf of the Institute of Apprenticeships will send your Apprenticeship certificate to your employer. Your certificate should then be passed onto you!

What happens if you don't pass your EPA?

If you don't pass your EPA there is always an option to resit/retake. Please read page 29 for more information.

End-point Assessment Day:

What to expect on the day of your EPA

You should arrive at least 30 minutes prior to start time of your EPA. This will enable yourself to prepare for the practical observation assessment, allowing preparation time for Personal Protective Equipment (PPE) to be put on and for any required tools and equipment to be obtained. The Independent examiner will arrive and in preparation for the EPA day to commence.



	Component	Time allowed	Questions	Graded
1	Multiple-Choice Test	1 hour	40 multiple - choice questions	Fail/Pass
2	Observations with Questions	2 hours	Involves the apprentice being observed and questioned undertaking work as part of their normal duties in the workplace.	Fail/Pass/ Distinction
3	Interview underpinned by portfolio of evidence	1 hour	Specific questions to ask the apprentice underpinned by a portfolio of evidence.	Fail/Pass/ Distinction

3.0 ABOUT THE EPA



Site visit from EPA Manager

This will be conducted by an EPA Manager to introduce the service and meet all parties involved. This includes the employer, training provider and the apprentice, to assess and agree readiness of the apprentice for EPA. The visit from the EPA Manager can be in person or remote. The visit will:

- Review the suitability of the venue for EPA and that minimum requirements are met. Wherever possible, the EPA will take place in the apprentice's workplace. However, if this is not possible, FDQ may agree to an alternative venue.
- Ensure that the apprentice is not disadvantaged in any way and is assessed in a fair, safe and robust environment.
- Agree a suitable date and time for the EPA and agree an outline of the day's events.
- Agree a suitable format for the Practical Observation to enable the apprentice to demonstrate the required activities, as well as a quiet area/room for assessing supplementary evidence, answering mandatory questions and conducting the Professional Dialogue and Interview.

Fees for the EPA:

FDQ is required to have a transactional agreement with the training provider for the EPA services that are commissioned for the apprentice. FDQ will act on behalf of the apprentice's employer and at the point of entering the gateway the EPA fee will be discussed and agreed with all parties. FDQ has a fees policy for all our standards.

When the apprentice has entered the gateway and the EPA date is set, FDQ will issue a contract & payment schedule to the training provider who will sign and return within 10 days. An invoice will normally be issued to the training provider prior to appointed date of the EPA with a 30-day payment expectation.

EPA Assessment Method	Key
Multiple-Choice Test	MCT
Observations with Questions	OQ
Interview underpinned by portfolio of evidence	IPE

WHAT KNOWLEDGE IS ASSESSED THROUGH EACH COMPONENT?

Standard Reference	Knowledge to be assessed	MCT	OQ	IPE
K1	The food and drink sector. Food industry regulators: British Retail Consortium, Food Standards Agency. Types of organisations: branded and non-branded, high and low care sites. Types of food and drink products. End-to-end supply chain. Customers and consumers. Seasonal impact on product demand. Current food and drink trends.	.		
K2	Food and drink technical operator's role. Limits of autonomy. Different teams and functions involved in production. Business operation considerations: efficiency, customer satisfaction, competitiveness, minimising risks to production.			.
K3	Food and drink manufacturing methods and processes. How technology supports production. Characteristics and properties of food and drink products: ambient, frozen, fresh, chilled, confectionery, liquid. Handling requirements. Effects of external influences. Packaging types and functionality.	.		
K4	Standard operating procedures. What they are and why they are important. What they need to cover and why: Personal Protective Equipment (PPE), isolation and lock off, guarding, strip and assembly of equipment, step by step process. Use of visuals and symbols.			.

K5

Food and drink industry quality management standards for example, British Retail Consortium. What they are and why they are important.

K6

Food and drink tools and equipment: pumps, valves, lines, gauges, temperature controls, mixers, conveyors, depositors, sealers, touch screen technology, human machine interface, Programmable Logical Control (PLC) systems and handheld devices. Operating standards and equipment set points.

K7

Customer specifications: purpose and consequences of non-compliance.

K8

Line performance management. Key Performance Indicators. How line performance impacts profitability of the business.

K9

Role of line trials in new product introduction

K10

Legislation and standards: Food Safety Act, Hazard Analysis and Critical Control Points (HACCP), Threat Analysis of Critical Control Points (TACCP), Vulnerability Assessment of Critical Control Points (VACCP).

K11

Food safety: microbiology, physical, chemical contamination hazards and control. Food poisoning. Personal hygiene. Design of food premises and equipment. Cleaning and disinfection principles and procedures, cleaning in place (CIP). Pest control. Control measures. Supervisory management.

K12

Food integrity: temperature control, date code responsibilities, foreign object contamination. Documentation records

K13

Material and ingredient specification requirements: segregation, storage, maintaining product origin, integrity and traceability. Allergen identification and control methods.

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K14

Health and Safety at Work Act – responsibilities. Control of Substances Hazardous to Health (COSHH). Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR). Risk assessments. Safe systems of work. Manual handling. Types of hazards. Near miss reporting. Due diligence. Personal Protective Equipment (PPE). Situational awareness. Isolation and emergency stop procedures. Emergency evacuation procedures. Slips, trips and falls. Safety equipment: guards, signage, fire extinguishers.

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K15

Environment and sustainability. Environmental Protection Act – responsibilities. Types of pollution and control measures: noise, smells, spills, and waste. Efficient use of resources. Environmental permits. Waste management. Recycling.

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K16

Types of incidents – fire, accidents, near misses. Mitigation methods. Incident management

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K17

Principles of mechanical engineering technologies and safe working practices: lubrication, hydraulics, fluid power, mechanical, bench fitting, pumps and valves, pneumatics, drives, fitting and hand tools, units and measurements, fault-location, stored energy and safe isolation.

.

K18

Different types of maintenance activities: preventative, reactive. What they are and why they are important.

.

K19

Food safety engineering: food grade oils, safe use of tools and equipment

.

K20

Problem solving techniques: root cause analysis, 6 thinking hats, DMAIC (Define, Measure, Analyse, Improve, Control), PDCA (Plan Do Check Act). Fault finding techniques: root cause analysis, 5 Whys, fishbone, half- split

.

K21

Continuous improvement techniques: lean, 6- sigma, KAIZEN, 5S (Sort, set, shine, standardise and sustain), SMED (Single- Minute Exchange of Dies).

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K22

Audit requirements – internal and external. Five stages of audit. Responsibilities of auditor and auditee.

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K23

Information technology: Management Information Systems (MIS), spreadsheets, presentation, word processing, email, virtual communication and learning platforms.
General Data Protection Regulation (GDPR).

K24

Planning, prioritising and time management techniques. Work management systems

K25

Communication techniques: verbal, non-verbal.

K26

Communication techniques: written. Writing using plain English principles.

K27

Workplace training and buddying techniques.

K28

Team working techniques.

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Skills to be assessed

S1

Interpret, follow and implement food and drink production SOPs

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S2

Interpret, follow and implement quality assurance procedures

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S3

Monitor production performance, stock usage and rotation.

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S4

Operate or use food and drink production tools and equipment.

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S5

Identify hazards (Critical Control Points) and control measures to mitigate risks.

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S6

Comply with food safety regulations and procedures

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S7

Comply with health and safety regulations and procedures.

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S8

Comply with environment and sustainability regulations and procedures. Segregate, recycle and dispose of waste

.

S9

Monitor and inspect production machinery.

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S10

Apply maintenance practices. For example, check levels, parts wear, pressure, and sensors, and grease and lubricate.

.

S11

Select and use maintenance hand tools

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S12

Follow food safe engineering standards and practices. For example, use of food safe chemicals, check out and in of components

.

S13

Follow site isolation and lock off procedures (lockout, tagout).

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S14

Diagnose and resolve issues. Escalate issues.

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S15

Apply fault-finding and problem-solving techniques.

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S16

Apply continuous improvement techniques. Devise suggestions for improvement

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S17

Collect and interpret information. Use data to apply changes.

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S18

Record information - paper based or electronic

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S19

Use information technology. Comply with GDPR

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S20

Plan and organise self, others and resources

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S21

Communicate with colleagues and stakeholders visually and verbally.

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S22

Communicate in writing

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S23

Identify training needs. Train and buddy team members in the workplace.

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Behaviours to be assessed

B1

Prioritise and promote health and safety, and food safety

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B2

Prioritise and promote the environment and sustainability.

B3

Apply a professional approach

B4

Take responsibility for work.

B5

Team-focus to meet work goals.

B6

Respond and adapt to work demands

B7

Committed to Continued Professional Development.

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Multiple-Choice Test (MCT)

The multiple-choice test consists of 40 multiple-choice test (MCT). The multiple-choice test will be administered as a paper or on-screen test

Time

60 minutes allowed to complete the test.

Question Styles

- 40 Multiple Choice Questions

Grading criteria and marks

Grade	Marks
Fail	Scored 29 or less marks
Pass	Scored between 30 to 40 marks

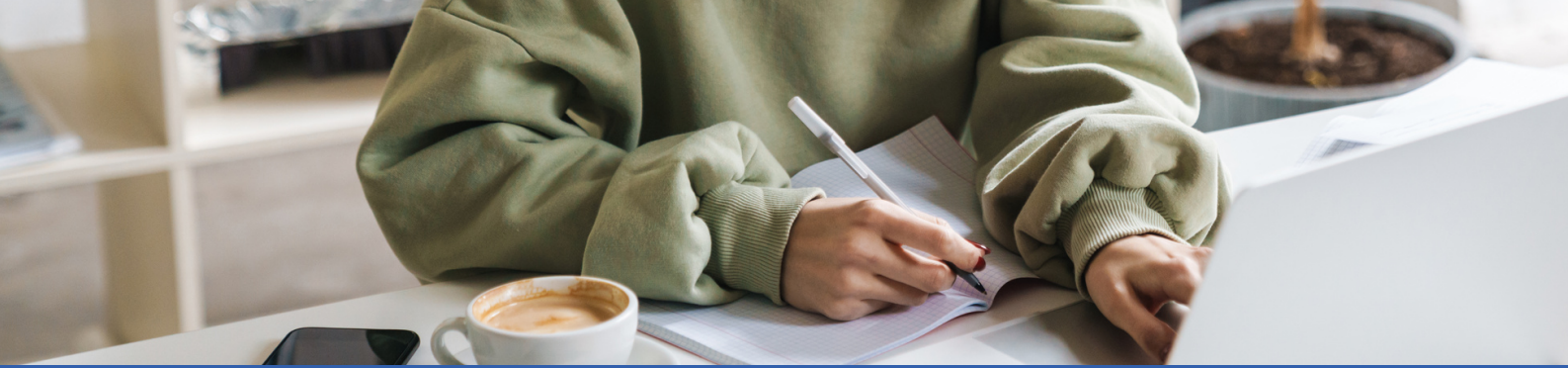


Sample Questions

Sample questions are available on FDQ awards. FDQ recommend for apprentices to undertake sample exams online however paper-based sample exams are also available.

MULTIPLE CHOICE TEST (MCT)





KNOWLEDGE TEST ASSESSMENT SPECIFICATION

Standard reference	Knowledge to be assessed	Range	No of MCQs	Total No of MCQs	
K1	The food and drink sector.	1.1	Food industry regulators: British Retail 1 Consortium, Food Standards Agency.	1	4
		1.2	Types of organisations: Branded and non-branded, high and low care sites. Types of food and drink products and current food and drink trends.	1	
		1.3	End to end supply chains. Customers and consumers, Seasonal impact on product demand.	2	
K2	Food and drink manufacturing methods and processes.	3.1	Food and drink manufacturing methods and processes. How technology supports production.	2	6
		3.2	Characteristics and properties of food and drink products: ambient, frozen, fresh, chilled, confectionery, liquid.	2	
		3.1	Handling requirements. Effects of external influences. Packaging types and functionality.	2	

K9	Role of line trials in New Product Development	3.1	Role of trials in process NPD.	1	1
K10	Legislation and standards	10.1	Food Safety Act 1990.	1	3
		10.2	Hazard Analysis and Critical Control Points (HACCP) Threat Analysis of Critical Control Points (TACCP) Vulnerability Assessment of Critical Control Points (VACCP).	2	
K11	Food Safety	11.1	Microbiological, physical, chemical and allergen contamination hazards and control.	1	5
		11.2	Food poisoning. Personal hygiene Design of food premises and equipment.	1	
		11.3	Cleaning and disinfection principles and procedures, cleaning in place (CIP).	1	
		11.4	Pest control: Control measures and supervisory management.	2	
K12	Food integrity	12.1	Temperature control, date code responsibilities foreign object contamination. Documentation records.	2	2
K13	Material and ingredient specification requirements	13.1	Segregation, storage, maintaining product origin, integrity and traceability. Allergen identification and control methods.	2	2
K14	Health and Safety	14.1	Control of Substances Hazardous to Health (COSHH). Health and Safety at Work Act – responsibilities.	1	8
		14.2	Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR). Slips, trips and falls.	1	
		14.3	Risk assessments. Safe systems of work. Manual handling. Types of hazards. Situational awareness.	2	

K15	Environment and sustainability	14.4	Personal Protective Equipment (PPE) Safety equipment: guards, signage, fire extinguishers. Near miss reporting. Due diligence.	2	3
		14.5	Isolation and emergency stop procedures. Emergency evacuation procedures.	2	
		15.1	Environmental Protection Act – responsibilities. Types of pollution and control measures: noise, smells, spills, and waste.	1	
		15.2	Efficient use of resources. Environmental permits. Waste management. Recycling.	2	
		16.1	Types of incidents – fire, accidents, near misses. Mitigation methods. Incident management.	2	
K16	Incidents at work	17.1	lubrication, hydraulics, fluid power, mechanical, bench fitting, pumps and valves, pneumatics, drives, fitting and hand tools, units and measurements, fault-location, stored energy and safe isolation.	3	3
K17	Principles of mechanical engineering technologies and safe working practices	18.1	Preventative, reactive. What they are and why they are important.	1	1
K18	Different types of maintenance activities				

Total

40 marks

Observations with Questions (OQ)

The Independent Examiner (IE) will carry out the observation (OQ) within the workplace on a one-to-one basis. The IE will ask a minimum of 6 open questions, Observation with questions may not be split, other than to allow comfort breaks as necessary or to allow the apprentice to move from one location to another as required. Where breaks occur, they will not count towards the total assessment time. The OQ will take place at a time which reflects normal working conditions and allows the apprentice to demonstrate all aspects of the standard being assessed.

Time

The observation with questions must take 2 hours (assessment time). The time for questioning is included in the overall assessment time.

Venue

- The assessment must be taken in the workplace



Observations with Questions (OQ)



Tools, Equipment & Materials



1

The EPA test centre must provide all of the tools, equipment and raw materials required for the practical observation, which must be available 10 minutes before the assessment starts.





Observation with Questions **Assessment** **Specification**

The following activities will be assessed in the observation. The apprentice will be assessed on tidying, cleaning and maintaining the work environment both during the activities and at the end of their test.

- run food and drink manufacturing line operation including at least one of the following procedures: start-up, close-down, changeover or handover
- operate or use food and drink production tools and equipment
- monitor performance
- undertake quality assurance to ensure compliance
- prioritise and promote food safety, health and safety, and environmental requirements
- work as part of a team



Grading Criteria & Marks

The observation (OQ) will be graded fail, pass, or distinction, with each of the identified skills, knowledge and behaviours statements contributing to the grade.

- If all Observation with Questions descriptors are not met a fail grade will be awarded for this assessment component.
- All Observation with Questions descriptors must be achieved to pass this assessment component.
- All Observation with Questions pass descriptors, and all distinction descriptors must be met to achieve a distinction grade.

Activity KSBs	Pass Descriptors	Distinction Descriptors
Run food and drink manufacturing line operation S1, S3, B4, B6	Takes responsibility to interpret, implement and follow food process operational procedures to complete work with minimal supervision within limits of authority, asking for help where needed. (S1, B4) Monitors production performance, stock usage and rotation, responding and adapting to meet work demands. (S3, B6)	Implements and follows procedures without error, mitigating against potential issues. (S1)
Operate or use food and drink production tools and equipment K6, S4	Operates or uses tools and equipment in line with employer's or manufacturer's instructions (K6, S4)	Operates or uses tools and equipment effectively to achieve production efficiencies. (K6, S4)
Monitor performance K8, S17, S18	Collects and interprets line performance information against key performance indicators identifying any trends or adverse indicators. Uses data to make evidence-based changes. (K8, S17) Records information for work tasks accurately, legibly and in full. (S18)	

Undertake quality assurance to ensure compliance
K5, K7, S2

Interprets, follows, and implements quality assurance procedures to ensure final product meets customer specifications. (K5, K7, S2)

Prioritise and promote food safety, health and safety, and environmental requirements
S5, S6, S7, S8, B1, B2

Identifies hazards (Critical Control Points) and control measures to minimise these risks. (S5)
Conducts work in line with food safety regulations and company procedures. (S6)
Conducts work in line with health and safety regulations and procedures. (S7)
Conducts work in line with environment and sustainability regulations and procedures, including safe disposal of waste, recycling of materials and efficient use of resources. (S8)
Prioritises and promotes health and safety, food safety and, the environment and sustainability over other factors for example time and cost. (B1, B2)

Justifies how chosen control measures have the potential to minimise risks. (S5)

Work as part of a team
K25, S21, B3

Uses verbal and non-verbal communication techniques suitable for the task and audience. (K25, S21)
Applies a professional approach for example, uses appropriate language, shows respect. (B3)

Demonstrates clear communication that mitigates against potential misunderstanding. (K25, S21)

Fail: A fail grade will be awarded if the apprentice does not meet all of the pass criteria.

Interview underpinned by portfolio of evidence (IPE)

The IE will have specific questions to ask the apprentice underpinned by a portfolio of evidence. The IE will ask a minimum of 8 open competence-based questions – one from each of the 8 themes. The questions will be a combination from the question bank and those generated by the IE. Apprentices must have access to their portfolio of evidence during the interview. Apprentices can refer to, and illustrate their answers, with evidence from their portfolio of evidence, however the portfolio of evidence is not directly assessed.

Time

The IPE will take 60 minutes

Venue

The IPE will take place in a quiet room away from the normal place of work but usually on the employer's premises. It must be free from distraction and influence.

The following themes will be used for the interview:

- food and drink technical operator's role
- first line mechanical engineering maintenance and asset care
- fault-finding and taking action
- continuous improvement
- internal and external audits
- developing standard operating procedures
- information technology
- team working and development



Interview underpinned by portfolio of evidence (IPE)





Assessment Specification & Grading

The IE will make all grading decisions based on the below table.

- If all IPE descriptors are not met a fail grade will be awarded for this assessment component.
- All IPE descriptors must be achieved to pass this assessment component.
- All IPE pass descriptors, and all distinction descriptors must be met to achieve a distinction grade.

Theme/KSBs	Pass Descriptors	Distinction Descriptors
Food and drink technical operator's role K2	Explains factors that impact on the food and drink technical operator's role and production identifying: <ul style="list-style-type: none"> • limits of autonomy • different teams and functions • business operation considerations (K2) 	
First line mechanical engineering maintenance and asset care K19 S9, S10, S11, S12, S13	Describes how they follow safe engineering practices when they monitor and inspect production machinery and apply basic maintenance practices to address action required. (K19, S9, S10, S12) Describes how they select and use maintenance tools appropriate to the task. (S11) Describes how they follow site isolation and lock off procedures for technical operators (lockout, tagout). (S13)	
Fault-finding and taking action K20 S14, S15	Describes how they apply fault-finding and problem-solving techniques to diagnose and resolve or escalate problems or issues in line with procedures. (K20, S14, S15)	Evaluates the value of specific fault-finding and problem-solving techniques for different issues. (K20)
Continuous Improvement K21, S16	Describes how they apply continuous improvement techniques and have devised suggestions for improvement for the benefit of the organisation, customer, or work process. (K21, S16)	Evaluates the value of specific continuous improvement techniques for different issues. (K21)
Internal and external audits K22	Explains the five stages of audit and responsibilities of auditor and auditee in relation to internal and external audits. Explains the importance of accurate and compliant audits. (K22)	Evaluates the value of specific continuous improvement techniques for different issues. (K21)

Developing standard operating procedures
K4, K26, S22

Describes how they produce written standard operating procedures covering content requirements and why they are important.
Describes use of written communication techniques to ensure content is suitable for the user.
(K4, K26, S22)

Demonstrates how they use a range of written communication techniques to provide clear communication that mitigates against potential misunderstanding. (K26, S22)

Information technology
K23, S19

Describes how they use information technology for different purposes (MIS, spreadsheets, presentation, word processing, email, virtual communication and learning platforms).
Explains measures they take to comply with general data protection regulations (GDPR).
(K23, S19)

Team Working and Development
K24, K27, K28, S20, S23, B5, B7

Describes how they plan and schedule their own and others' work and resources using appropriate techniques and work management systems. (K24, S20)
Describes how they have developed team members using different techniques to address training needs they have identified. (K27, S23)
Describes how they apply team working techniques to achieve work goals. (K28, B5)
Outlines personal plans for CPD, explaining how they keep up to date with industry developments. (B7)

Describes how they achieve efficiencies in use of self and others' time or efficient use of resources. (K24, S20)
Explains the benefits of different training or buddying techniques in relation to team development they have undertaken. (K27)

Principles for safe and reliable submission of supplementary evidence

Supplementary evidence

In addition to the practical observation and questioning, the Independent Examiner will assess up to 6 pieces of supplementary evidence.

The overriding principles for safe and reliable submission of supplementary evidence are:

1. Validity — the evidence presented demonstrates the apprentice has the skills and knowledge as stipulated in the standard
2. Sufficiency — the quality, quantity and relevance of evidence presented enables a judgement to be made on the apprentice's competency
3. Currency — the evidence presented is no older than 3 months
4. Authenticity — the evidence presented for assessment is the apprentice's own work and that no outside interference, whether intentional or not, is apparent.



The type of supplementary evidence required for each activity is limited to certain tasks; the following tasks are precluded hand preparation, knife skills, food safety health and safety, customer service.

Types of Supplementary Evidence Permissible

- Collation of video evidence: a collection of video clips, showing the full face of the apprentice. The apprentice should introduce the video stating their name, date and location, the activity to which the evidence relates and the apprentice's permission to be video recorded.
- Witness testimony: a written description of the activity that the witness has observed, stating the name, date, apprentice name and witness name. The witness should be a senior colleague within the business.
- Photographs: a collection of photographs, at least one of which shows the full face of the apprentice. The photos should be dated and supplied either electronically or printed. They should include images of the activity to which the evidence relates.

Rules of compliance:

1. Coaching on videos is forbidden. Any explanation or interpretation given by support staff must be general and not specific to the activity. The apprentice should introduce the activity and state their name, date and location of the filming. The apprentice may comment on their activity as they proceed if they wish.
2. For video or photographic evidence, preparation or tampering of products such as whole fish or shellfish before activity commences is strictly forbidden.
3. The supplementary evidence session must be carefully planned to ensure the apprentice's time on video or in photographs enables the demonstration of skills specified in the table above.
3. Video and/or photographic footage must not require in excess of 60 minutes' assessment time by the Independent Examiner and will be assessed within the PO allocated time.
4. For video evidence, where cameras are stopped/re-started during filming of video, it must be clear to the Independent Examiner that no intervention with the product has occurred whilst not filming.
5. For photographic evidence, it must be clear to the Independent Examiner that no external intervention with the product has occurred in between photographs.
6. Photographs must show a clear progression of the activity in question, evidencing each step in the activity as specified Fishmonger Guide to EPA Booklet.
7. Files should be uploaded to FDQ's SharePoint.
8. If an EPA results in a fail and a re-sit or re-take is planned within the maximum EPA period (12 weeks from Gateway), then supplementary evidence originally assessed as a pass or outstanding need not be re-assessed and the assessment decision retained. The apprentice can however choose to submit replacement supplementary evidence with the agreement of the Independent Examiner. If a re-sit or re-take takes place outside of the original maximum EPA period, then new supplementary evidence must be produced.
9. Centres should retain a copy of all supplementary evidence and ensure it is stored securely.

4.0 The Final Grade

The apprenticeship grade will be based on the outcomes from the multiple-choice questions, observation with questions and interview underpinned by portfolio of evidence. Performance in the EPA will determine the apprenticeship grade of fail, pass, merit, or distinction.

MCT	OQ	IPE	Overall Grade
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Fail	Any grade	Any grade	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Pass	Merit
Pass	Distinction	Distinction	Distinction

Extra Information



Please read below for any extra information regarding the EPA or the process after the EPA has taken place.

Certification

On successful completion of the EPA the newly qualified apprentice will receive their grade from FDQ in a statement of results document. The Education and Skills Funding Agency (ESFA) manage the operational delivery of certificates for apprenticeships. The ESFA issue the final certificate to the employer.

Advice, support and guidance contacts

- FDQ EPA Manager for issues concerning EPA registration, arrangement of EPAs, results and certification. Please email epa@fdq.org.uk.

Unsuccessful apprentices

If an apprentice does not pass the EPA, the employer and apprentice have the following options.

Either:

- Apply to resit/re-take the EPA tests or
- Make an appeal to FDQ if you disagree with the result, see www.FDQ.org website for FDQ's appeals policy.



Resits/Retakes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit/re-take. A re-sit does not require further learning, whereas a re-take does. Confirmation of additional training/preparation is needed when applying for a retake. The apprentice's employer will need to agree that a re-sit/re-take is an appropriate course of action. Any assessment method re-sit/re-take must be taken within the maximum EPA period of 12 weeks, otherwise the entire EPA must be re-taken.

Re-sits/re-takes are not offered to apprentices wishing to move from pass to merit/distinction or merit to distinction. Under normal circumstances only a pass or merit are available to apprentices who have re-taken or re-sat part of their EPA.

Apprentices will complete a different MCT, OQ where variation allows and IPE interview questions when taking a re-sit/re-take. If the PO is re-sat or re-taken, supplementary evidence originally submitted and assessed as a pass or outstanding, need not be reassessed and the original assessment decision on that evidence will be retained. The apprentice can however choose to submit new (replacement) supplementary evidence with the agreement of their Independent Examiner. In the case of a resit/retake outside of the original maximum EPA period, supplementary evidence must be current and will be assessed as part of the new Practical Observation. An additional fee is due each time an apprentice applies to re-sit or re-take any or all of the EPA tests, so it is important that the apprentice is fully prepared before they try again.

Appeals and Complaints

FDQ is committed to providing the highest levels of service to its customers, including centres and apprentices.

- Complaints Policy
- Appeals Policy

Conclusion of EPA

We hope this handbook has been helpful and has given you an insight into the requirements for the Food and Drink Technical Operator Standard and the End-point Assessment. If you have any further questions/queries, please contact FDQ where one of our experts will be able to help.

