

# Food and Drink Process 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
15/12/2021	Standard update of qualifications from IFATE food and drink process operator version 1-1 AP03
12/01/2022	Update to gateway requirements
19/01/2022	Portfolio of evidence guidance
06/04/2022	JCQ Guidelines information updated
23/11/2022	Amendment to assessment specification for OQ and IPE
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 Process Operator.

## Getting ready for your EPA:

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

- Level 1 English and Maths
- Gateway declaration completed and signed by the training provider, centre and apprentice.
- 10 pieces of portfolio evidence

## 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](http://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 31 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	60 minutes	40 multiple choice questions	Fail/Pass/ Distinction
2	Observation with questions	120 minutes plus 10% at discretion of the IE	Minimum of 4 questions asked and 5 activities assessed	Fail/Pass/ Distinction
3	Interview underpinned by portfolio of evidence	45 minutes	6 questions underpinned by the portfolio of evidence	Fail/Pass

# 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. Types of organisations: branded and non-branded, high and low care sites. Types of food and drink products. Product origin and end-to-end supply chain. Customers and consumers. Customer requirements. Seasonal impact on product demand. Current food and drink trends.	.		
K2	Food and drink process operator's role. Position within business. How it adds value to customer and consumer. Limits of autonomy.			.
K3	Standard Operating Procedures (SOPs). What they are and why they are important.		.	
K4	Quality assurance requirements and monitoring processes.		.	
K5	Tools and equipment used in food and drink production. Control systems. Requirements for cleaning, care, and operational checks.		.	
K6	Performance data in food and drink manufacturing.		.	

# WHAT KNOWLEDGE IS ASSESSED THROUGH EACH COMPONENT?

K7	Characteristics and properties of food and drink products: ambient, frozen, fresh, chilled, confectionery, liquid. Handling requirements. Effects of external influences.	.		
K8	Stock requirements. Control systems. Stock rotation.			.
K9	Food safety. Hazard Analysis Critical Control Points (HACCP). Good manufacturing practice (GMP) in the food industry. Chemical and foreign body contamination prevention. Metal detectors and non-metallic detection. Allergen control. Labelling. Personal hygiene.	.		
K10i	Risk assessments and safe systems of work. Personal Protective Equipment (PPE).		.	
K10ii	Health and Safety at Work Act – responsibilities. Control of Substances Hazardous to Health (COSHH). Manual handling. Situational awareness. Isolation and emergency stop procedures. Emergency evacuation procedures. Slips, trips and falls. Safety equipment: guards, signage, fire extinguishers.	.		
K11i	Recycling.		.	



# WHAT KNOWLEDGE IS ASSESSED THROUGH EACH COMPONENT?

K11ii	Environment and sustainability. Types of pollution and control measures: noise, smells, spills, and waste. Efficient use of resources. Waste reduction and waste streams.	.		
K12	Common faults and issues in food and drink production. Problem solving.			.
K13	Basic continuous improvement techniques: 5S, KAIZEN			.
K14	Internal and external audits in the food and drink sector			.
K15	Information technology: production equipment digital interfaces, virtual learning platforms, management information systems, word processing, email. General data protection regulation (GDPR).			.
K16	Documentation requirements for example, line records			.
K17	Communication techniques – verbal and non-verbal		.	
K18	Reporting procedures			.
K19	Principles of good team working		.	

# WHAT KNOWLEDGE IS ASSESSED THROUGH EACH COMPONENT?

Skills to be assessed				
S1	Follow food and drink production SOPs		.	
S2	Apply product quality assurance SOPs.		.	
S3	Scan control, monitor and rotate stock			.
S4	Check and use tools and operate equipment and machinery		.	
S5	Clean tools, equipment or lines		.	
S6	Comply with food safety regulations and procedures		.	
S7	Comply with health and safety regulations and procedures		.	
S8	Comply with environmental and sustainability regulations and procedures. Identify and segregate resources for reuse, recycling and disposal.		.	
S9	Identify and resolve issues. Report issues			.
S10	Apply basic continuous improvement techniques			.
S11	Apply fault-finding and problem-solving techniques to common problems			.

# WHAT KNOWLEDGE IS ASSESSED THROUGH EACH COMPONENT?

S12	Collect and interpret information – text and data				
S13	Record information – paper based or electronic				
S14	Use information technology				
S15	Follow work instructions – verbal or written				
S16	Communicate with colleagues – verbal and non-verbal				
<b>Behaviours to be assessed</b>					
B1	Put health and safety, and food safety first				
B2	Put the environment and sustainability first				
B3	Take ownership of given work.				
B4	Team-focus to meet work goals				
B5	Adapt to changing work requests				
B6	Seek learning and development opportunities				

## Multiple - Choice Test (MCT)

The MCT consists of 40 questions. This will be carried out under exam conditions. The test can be taken online or on paper.

### Time

60 minutes are allowed to complete this test.

### Question Styles

- Multiple choice questions

### Grading criteria and marks

- The total marks for the MCT is 40.
- 1 mark for each question answered correctly.



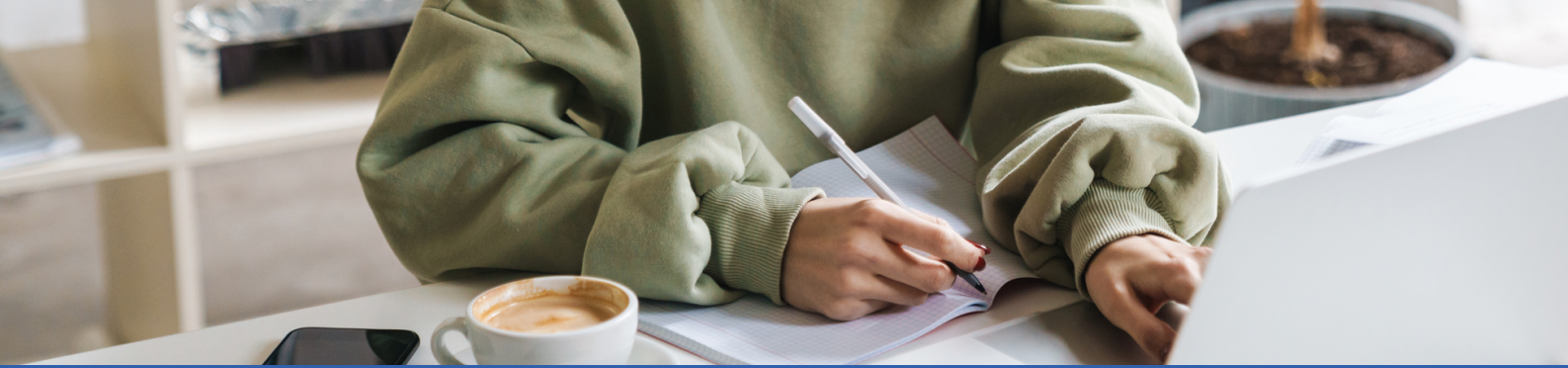
### Sample Questions

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

Grade	Marks
Fail	Scored 27 or less
Pass	Scored between 28 - 33
Distinction	Scored between 34 - 40

# MULTIPLE - CHOICE TEST (MCT)





# MULTIPLE - CHOICE TEST ASSESSMENT SPECIFICATION

Standard reference	Learning Outcome	Range		No of Q's	Total
K1	The food and drink sector	1.1	Types of organisations: branded and non-branded, high and low care sites	1	8
		1.2	Types of food and drink products	1	
		1.3	Product origin and end to end supply chains	2	
		1.4	Customers, consumers and their requirements	2	
		1.5	Seasonal impact on product demand	1	
		1.6	Current food and drink trends	1	

K7	Characteristics and properties of food and drink	7.1	Ambient, frozen, fresh, chilled, confectionery and liquid	6	8
		7.2	Handling requirements for different categories of food products	1	

7.3

Handling requirements for different categories of food products

1

K9

Food Safety and HACCP

9.1

Personal Hygiene

1

9.2

Food Safety

2

9.3

Food Safety

2

9.4

GMP

2

9.5

Chemical and foreign body contamination prevention

1

9.6

Metal detection and non-metallic detection

1

9.7

Allergen control

2

9.8

Labelling

1

K10ii

Health & Safety and COSHH

10.1

Health and Safety at Work Act 1974 (H&SWA) - responsibilities

1

10.2

Control of Substances Hazardous to Health (COSHH)

1

10.3

Manual Handling

1

10.4

Situational awareness

1

10.5

Isolation and emergency stop procedures

1

10.6

Emergency and evacuation procedures

1

10.7

Safety equipment: guards, signage, fire extinguishers

1

8

10.8

Slips, trips and falls

1

K11ii

Environment  
and  
sustainability

11.1

Types of pollution and  
control measures for  
noise, smells, spills and  
waste

2

11.2

Efficient use of  
resources

1

11.3

Waste reduction and  
waste streams

1

4

Total

40  
marks

40  
marks

## Observations with Questions (OQ)

The Independent Examiner (IE) will carry out the practical observation within the workplace, observing and questioning the apprentice undertaking work as part of their normal duties.

### Time

- 120 minutes allowed plus 10% at the discretion of the Independent Examiner.

### Activities

- There are five activities to complete for the practical observation and a minimum of four open questions.

### Venue

- The assessment must be taken at an employer site under FDQ's assessment conditions. The observation must be of an apprentice completing their usual work and simulation is NOT permitted.
- They may ask follow-up questions where clarification is required.
- The questions can be asked by the IE both during and after work completion. To remain as unobtrusive as possible, the IE will ask questions during natural stops between tasks or after completion of work rather than disrupting the apprentice's flow.



# Observations with Questions (OQ)





# Tools, Equipment & Materials



1

The EPA site must provide all of the tools and equipment required for the practical observation; the materials will be provided by the employer.

2

A suitable work area and the relevant equipment for the activity must be provided for this assessment and must be available 10 minutes before the assessment starts.





# INTERVIEW UNDERPINNED BY PORTFOLIO OF EVIDENCE (IPE)

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

- Food and drink processing and quality assurance
- Monitor product throughput for a line against key performance indicators (KPIs)
- Use or operate tools, equipment and machinery
- Comply with food safety, health and safety and environmental requirements
- Work as part of a team

## Food and Drink Process Operator Observations with Questions Assessment Specification

### **Activity 1**

Food and drink processing  
and quality assurance

**K3 K4 S1 S2**

The apprentice will:

- Follow standard operating procedures to process products.
- Apply quality assurance monitoring processes to produce products that meet specification.
- Identify potential issues that could arise during processing and how they can be prevented.
- Explain how they help prevent issues occurring by following production and quality assurance SOPs.

### **Activity 2**

Monitor product throughput for a line against key performance indicators (KPIs)

**K6 S12 S13**

The apprentice will:

- Follow procedures to read and interpret performance information.
- Follow procedures to collect and record performance information.
- Explain how performance data that they collect and record supports food and drink production.

### **Activity 3**

Use or operate tools, equipment, and machinery

**K5 S4 S5**

The apprentice will:

- Check tools and equipment in line with operating instructions or manufacturers' guidelines.
- Use tools and operate equipment and machinery required for the production task in line with operating instructions or manufacturers' guidelines.
- Clean tools, equipment or lines in line with operating instructions or manufacturers' guidelines.
- Apply techniques in the use of tools and equipment to achieve production efficiencies. For example, works in a logical order, avoids the need to back-track.

### **Activity 4**

Comply with food safety, health and safety, and environmental requirements

**K10i K11i S6 S7 S8 B1 B2**

The apprentice will:

- Maintain and prioritise health and safety and food safety by complying with company health and safety, food safety, environmental and sustainability procedures
- Use risk assessments and safe systems of work
- Wear appropriate PPE
- Follow hygiene procedures
- Dispose of waste and recycle in line with procedures
- Explain why it is important to follow health and safety, food safety and environmental and sustainability procedures and put them first.

### **Activity 5**

Work as part of a team

**K17 K19 S15 S16 B3 B4**

The apprentice will:

- Provide verbal and non-verbal information required for tasks.
- Take responsibility to complete allocated tasks.
- Follow instructions from team members and supervisors.
- Ask for help where required.
- Apply team working techniques to achieve production efficiencies.



# Grading Criteria & Marks

All practical observation statements must be achieved to pass this assessment component. The practical observation will be graded fail, pass, or distinction.

The practical observation will be graded fail, pass, or distinction. The performance observed and responses to questions will be assessed holistically against the grading descriptors for this assessment method. KSBs observed and answers to questions must be recorded by the independent assessor. The independent assessor will make all grading decisions.

## Theme KSBs

### Pass Descriptors

In order to achieve a pass, apprentices must demonstrate all of the pass descriptors

### Distinction Descriptors

In order to achieve a distinction, apprentices must demonstrate all the pass descriptors and all the distinction descriptors

Food and drink processing and quality assurance  
**K3 K4 S1 S2**

Follows standard operating procedures (SOPs) and applies quality assurance monitoring processes to produce products that meet specification. (K3, K4, S1, S2)

Identifies potential issues that could arise in food and drink processing. Explains how they help prevent them occurring by following production and quality assurance SOPs. (K3, K4, S1, S2)

Monitor product throughput for a line against key performance indicators (KPIs)  
**K6 S12 S13**

Reads, interprets, collects and records performance information following procedures. (K6, S12, S13)

Explains how performance data they collect and record supports food and drink production. (K6, S12, S13)

Use or operate tools, equipment, and machinery  
**K5 S4 S5**

Checks tools and equipment in line with operating instructions or manufacturers' guidelines.  
Uses tools and operates equipment and machinery required for the production task in line with operating instructions or manufacturers' guidelines.  
Cleans tools, equipment or lines in line with operating instructions or manufacturers' guidelines. (K5, S4, S5)

Applies techniques in the use of tools and equipment to achieve production efficiencies. For example, works in a logical order, avoids the need to back-track. (K5,S4)

Comply with food safety, health and safety, and environmental requirements

**K10i K11i S6 S7 S8 B1 B2**

Maintains and prioritises health and safety, and food safety by complying with company health and safety, food safety, environmental and sustainability procedures, and risk assessments and safe systems of work; wears appropriate PPE. Follows hygiene procedures and follows method statements. Disposes of waste and recycles in line with procedures. (K10i, K11i, S6, S7, S8, B1, B2)

Explains reasons why it is important to follow health and safety, food safety and environmental and sustainability procedures and put them first. (K10i, K11i, B1, B2)

Work as part of a team

**K17 K19 S15 S16 B3 B4**

Provides verbal and non-verbal information required for tasks that meets the needs of the audience and supports commitment to team working. (K17, K19, S16, B4)  
Takes responsibility to complete allocated tasks, follows instructions. Asks for help where required. (S15, B3)

Applies team working techniques to achieve production efficiencies. For example, proactively seeks to help others. (K19, B4)

**Fail:**

Apprentices will fail if they do not demonstrate all the pass descriptors

## Interview underpinned by Portfolio of Evidence (IPE)

The IE will ask a minimum of 6 open competence-based questions – at least one from each of the 6 themes. The questions will be a combination from the question bank and those generated by the IE. The IE will have specific questions to ask the apprentice underpinned by a portfolio of evidence.

### Time

The IPE will take 45 minutes plus 10% at the IEs discretion.

### Number of Questions

The IE will ask a minimum of 6 open competence based questions in total, additional questions may be asked to seek clarification.

### Venue

The venue needs to be a quiet and isolated area.

### The following themes will be used for the interview.

- Food and drink process operator role
- Common faults and issues – fault finding and problem solving
- Continuous improvement
- Audits – internal and external
- Stock control
- Documentation



# Interview Underpinned by Portfolio of Evidence (IPE)



# Interview Underpinned by Portfolio of Evidence

## Assessment Specification

### Theme 1

Food and drink process operator's role  
**K2 K18 B5 B6**

The food and drink process operator role including:

- position in company
- how it adds value to customer and consumer
- limits of autonomy
- reporting procedures
- adaptability in the workplace and responded to changing demands.
- learning and development they have undertaken

### Theme 2

Common faults and issues in food and drink production, fault-finding and problem solving  
**K12 S9 S11**

- Common product problems or faults the apprentice has handled
- Application of problem solving to identify the cause, resolving and resolve the issue.
- How they report issues beyond their limit of authority in line with procedures.

### Theme 3

Continuous improvement  
**K13 S10**

- Basic continuous improvement techniques and their use
- How the apprentice contributes to continuous improvement.

### Theme 4

Audits - internal and external  
**K14**

- Different types of audits that take place in the food manufacturing business
- How audits impact on results.

### Theme 5

Stock control  
**K8 S3**

- Control, monitor and rotation of stock
- Factors that need to be considered in stock control

### Theme 6

Documentation  
**K15 K16 S14**

- Control, monitor and rotation of stock
- Factors that need to be considered in st
- Use various forms of IT
- The importance of data protection and security
- The correct purpose and requirements for given food and drink documentation.

# 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 10 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.

## Knowledge

K2: Food and drink process operator's role. Position within business. How it adds value to customer and consumer. Limits of autonomy.

K8: Stock requirements. Control systems. Stock rotation.

K12: Common faults and issues in food and drink production. Problem solving.

K13: Basic continuous improvement techniques: 5S, KAIZEN.

K14: Internal and external audits in the food and drink sector

K15: Information technology: production equipment digital interfaces, virtual learning

platforms, management information systems, word processing, email.

General data

protection regulation (GDPR).

K16: Documentation requirements for example, line records.

K18: Reporting procedures.

## Skills

S3: Scan control, monitor and rotate stock.

S9: Identify and resolve issues. Report issues.

S10: Apply basic continuous improvement techniques.

S11: Apply fault-finding and problem-solving techniques to common problems.

S14: Use information technology.

## Behaviours

B5: Adapt to changing work requests.

B6 Seek learning and development opportunities.

# Supplementary Evidence



# Grading criteria & Marks

All 6 themes must be achieved to pass this assessment component. The IPE will be graded fail or pass using the grading descriptors below.

Theme/KSBs	Pass Descriptors
<p><b>Theme 1</b> Food and drink process operator's role <b>K2 K18 B5 B6</b></p>	<p>Describes the food and drink process operator role identifying:</p> <ul style="list-style-type: none"> <li>• position in company</li> <li>• how it adds value to customer and consumer</li> <li>• limits of autonomy</li> <li>• reporting procedures (K2, K18)</li> </ul> <p>Describes when they have been adaptable in the workplace and responded to changing demands. (B5)</p> <p>Outlines different types of learning and development they have undertaken and their plans for learning and development and its potential benefits. (B6)</p>
<p><b>Theme 2</b> Common faults and issues in food and drink production, fault-finding and problem solving <b>K12 S9 S11</b></p>	<p>Describes when they have identified a common product problem or fault and applied problem solving to identify the underlying cause, resolving the issue in line with procedures. Describes how they report issues beyond their limit of authority in line with procedures. (K12, S9, S11)</p>
<p><b>Theme 3</b> Continuous improvement <b>K13 S10</b></p>	<p>Describes how they use basic continuous improvement techniques to contribute to continuous improvement. (K13, S10)</p>
<p><b>Theme 4</b> Audits - internal and external <b>K14</b></p>	<p>Describes different types of audits that take place and how their work impacts on results. (K14)</p>

### **Theme 5**

Stock control

**K8 S3**

Describes how they scan control, monitor and rotate stock, identifying factors that need to be considered. (K8, S3)

### **Theme 6**

Documentation

**K15 K16 S14**

Describes how they use various forms of IT and the importance of data protection and security. (K15, S14)

Describes the correct purpose and requirements for given food and drink documentation. (K16)

# 4.0 The Final Grade

The apprenticeship grade will be based on the outcomes from the 3 assessment components. All assessment methods are weighted equally in their contribution to the overall EPA pass grade. 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
Distinction	Pass	Pass	Pass
Pass	Distinction	Pass	Merit
Distinction	Distinction	Pass	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](mailto: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](http://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 Process 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.

