

# Baker (Instore) Guide to EPA



# TABLE OF CONTENTS

CLICK ON THE CONTENT  
YOU WOULD LIKE TO VIEW

|  |           |
|--|-----------|
| <b>Document History</b>                                    | <b>3</b>  |
| <b>2.0 What is an End-point Assessment?</b>                | <b>4</b>  |
| <i>End-point Assessment Day:</i>                           | <b>5</b>  |
| <b>3.0 About the EPA</b>                                   | <b>6</b>  |
| <i>Site Visit from EPA Manager</i>                         | <b>6</b>  |
| <i>Fees for the EPA</i>                                    | <b>6</b>  |
| <i>What knowledge is assessed through each component</i>   | <b>7</b>  |
| <i>Multiple Choice Test (MCT)</i>                          | <b>13</b> |
| <i>Observations with Questioning (OQ)</i>                  | <b>17</b> |
| <i>Tools, equipment and materials</i>                      | <b>18</b> |
| <i>Interview underpinned by portfolio of evidence (IN)</i> | <b>22</b> |
| <b>4.0 The Final Grade</b>                                 | <b>24</b> |
| <b>5.0 Extra Information</b>                               | <b>25</b> |
| <i>Certification</i>                                       | <b>25</b> |
| <i>Unsuccessful apprentices</i>                            | <b>25</b> |
| <i>Resits/Retakes</i>                                      | <b>26</b> |
| <i>Appeals and Complaints</i>                              | <b>26</b> |
| <i>Conclusion of EPA</i>                                   | <b>26</b> |

# 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  |
|------------|---|
| 03/02/2021 | Amends made throughout document to comply with new Assessment Plan (AP05) – version 1.0         |
| 25/05/2021 | Requirement to sit the MCT as an online test, unless exceptional circumstances                  |
| 25/05/2021 | JCQ guidelines updated  |
| 04/03/2022 | Minor amends to KT, MCT abbreviation version 2.0  |
| 04/03/2022 | Example timetable amended   |
| 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 Baker.

## Getting ready for your EPA:

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

- Level 1 English and Maths
- Attempt at Level 2 English and Maths
- Portfolio of Evidence
- Gateway declaration completed and signed by the training provider, centre and apprentice.

## 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 26 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 (online or paper-based) | 60 minutes   | 40 multiple-choice questions<br>36 questions on core knowledge and 4 questions on knowledge relating to retail bakery  | Fail/Pass                           |
| 2 | Observation with Questions                   | 4.5 hours    | A minimum of 6 open questions will be asked  | Fail/Pass/<br>Merit/<br>Distinction |
| 3 | Interview underpinned by portfolio           | 45 minutes   | A minimum of 8 questions will be asked, at least one for each of the 8 following topics: <ul style="list-style-type: none"><li>maximizing product yield</li><li>common bakery product faults and issues</li><li>bakery documentation/records</li><li>material/stock control</li><li>customer/consumer focus</li><li>adaptable</li><li>team worker</li><li>learning and development</li></ul> | 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 Observation with questions to enable the apprentice to demonstrate the required activities, as well as a quiet area/room for conducting the Interview underpinned by portfolio.

## 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 |
| Observation with questions         | OQ  |
| Interview underpinned by portfolio | IPE |

# WHAT KNOWLEDGE IS ASSESSED THROUGH EACH COMPONENT?

| Standard Reference | Knowledge to be assessed   | OQ | IPE | MCT |
|--------------------|--|----|-----|-----|
| PB1                | The bakery sector: size and structure, types of customers, seasonal impact on bakery product demand. How and why production methods have evolved, current and emerging bakery technology and digitalisation; equipment and processes, reference sources and management information systems |    |     | •   |
| PB2                | Consumer requirements and current trends; impact on the bakery industry  |    |     | •   |
| PB3                | Baking theory: mixing, proving, retarding, resting, baking, cooling; their function and how they affect product quality  |    |     | •   |
| PB4                | Basic recipe formulation   |    |     | •   |
| PB5                | Bakery methods and processes: weighing, mixing, dividing, proving, shaping, scaling, blocking/forming, baking, fry-off, pre-bake, cooling and finishing; requirements and purpose  | •  |     |     |
| PB6                | Bakery equipment: different types of mixers, processing equipment, ovens, hotplates, knives, packaging, labelling; their application, cleaning and operational checks requirements   | •  |     |     |



# WHAT KNOWLEDGE IS ASSESSED THROUGH EACH COMPONENT?

| Standard reference | Knowledge to be assessed  | OQ | IPE | MCT |
|--------------------|---|----|-----|-----|
| PB7                | Main bakery ingredients: flour, yeast, salt, sugar, fats, improvers, water, eggs; their origins, properties, nutritional value, purposes and uses, grades and quality, how they interact, storage, handling and transport |    |     | •   |
| PB8                | Principles of making dough: changes in physical properties during processing, types of dough for different products; bulk fermentation and no time doughs (Chorleywood bread process)                                     |    |     | •   |
| PB9                | Finished baked products requirements: packaging, labelling, storage, handling and transportation  | •  |     |     |
| PB10               | Maximising product yield efficiency and waste minimisation.   |    | •   |     |
| PB11               | Bakery legislation, regulations and requirements: Food Safety, Allergen control, Hazard Analysis Critical Control Points (HACCP), labelling, acrylamide, bakery related asthmagens (powders), flour dust                  |    |     | •   |
| PB12               | Health and Safety at Work Act 1974; Control of Substances Hazardous to Health, Risk assessments and method statements, manual handling, Personal Protective Equipment (PPE) and standard operating procedures             |    |     | •   |
| PB13               | Environmental: Environmental protection Act 1990, sustainable and responsible use of resources and recycling  |    |     | •   |

# WHAT KNOWLEDGE IS ASSESSED THROUGH EACH COMPONENT?

| Standard reference | Knowledge to be assessed  | OQ  | IPE | MCT  |
|--------------------|---|-----|-----|------|
| PB14               | Hygiene procedures: personal hygiene standards and bakery hygiene   | •   |     |      |
| PB15               | Common baking faults and issues; problem solving  |     | •   |      |
| PB16               | Quality assurance and monitoring of processes.  |     |     | •    |
| PB17               | Verbal and non-verbal communication techniques  | •   |     |      |
| PB18               | Documentation requirements; compliance records  |     | •   |      |
| PB19               | Equality and diversity in the workplace   |     |     | •    |
| RK28               | Display requirements: plans, hot spots, relationship between sales and space, stock levels, height, rotation, replenishment | •   |     |      |
| RK29               | Customer service techniques (i); complaints process(ii)   | • i |     | • ii |
| RK30               | Retail baker. Selling techniques: matching products to customers' needs, up-selling   | •   |     |      |
| RK31               | Retail baker. Product knowledge: suitability, complementary items   | •   |     |      |
| CS1                | Read and interpret information for example, specification, recipe and production plan                                       | •   |     |      |

# WHAT KNOWLEDGE IS ASSESSED THROUGH EACH COMPONENT?

| Standard reference | Knowledge to be assessed                               | OQ | IPE | MCT |
|--------------------|--|----|-----|-----|
| CS2                | Plan bakery tasks                                      | •  |     |     |
| CS3                | Prepare for bakery tasks. Obtain materials             | •  |     |     |
| CS4                | Prepare ingredients                                    | •  |     |     |
| CS5                | Weigh or check weight of ingredients/products          | •  |     |     |
| CS6                | Mix ingredients  | •  |     |     |
| CS7                | Deposit, scale or cut/divide mixture                   | •  |     |     |
| CS8                | Mould products   | •  |     |     |
| CS9                | Monitor prove  | •  |     |     |
| CS10               | Pre-bake and/or post-bake dressing of product          | •  |     |     |
| CS11               | Select, prepare/set-up and use equipment and machinery | •  |     |     |
| CS12               | Operate ovens  | •  |     |     |
| CS13               | Clean and check tools and equipment                    | •  |     |     |



# WHAT KNOWLEDGE IS ASSESSED THROUGH EACH COMPONENT?

| Standard reference | Knowledge to be assessed   | OQ | IPE | MCT |
|--------------------|--|----|-----|-----|
| CS14               | Monitor materials/stock levels and controls for example, first in first out, temperature and environment   |    | •   |     |
| CS15               | Receive and store materials/stock from external suppliers and/or internal stores   |    | •   |     |
| CS16               | Store finished goods   | •  |     |     |
| CS17               | Package and label bakery products for example, allergens   | •  |     |     |
| CS18               | Comply with health & safety, food safety, environmental procedures, PPE, hygiene and method statements   | •  |     |     |
| CS19               | Clean and tidy work area. Dispose of waste and recycle   | •  |     |     |
| CS20               | Communicate verbally for example, with colleagues, suppliers and customers   | •  |     |     |
| CS21               | Record information - paper based or electronic   | •  |     |     |
| CS22               | Identify bakery product problems/faults and underlying causes  |    | •   |     |
| RS27               | Serve customers for example, determine customer's needs, provide information, offer options and match bakery products to customers' needs. Sell to customers for example, promote complementary items, promotional offers or seasonal products | •  |     |     |

# WHAT KNOWLEDGE IS ASSESSED THROUGH EACH COMPONENT?

| Standard reference | Knowledge to be assessed   | OQ | IPE | MCT |
|--------------------|--|----|-----|-----|
| RS28               | Display and replenish bakery products  | •  |     |     |
| B1                 | Prioritises health and safety and food safety  | •  |     |     |
| B2                 | Takes ownership of work. For example, completes allocated tasks, seeks help if required                            | •  |     |     |
| B3                 | Consumer/customer focus. For example, strives to meet their needs  |    | •   |     |
| B4                 | Adaptable. For example, responds positively to changing demands or new technology                                  |    | •   |     |
| B5                 | Team worker. For example, polite, keeps others informed, helps colleagues, takes account of equality and diversity |    | •   |     |
| B6                 | Seeks learning and development opportunities   |    | •   |     |

## Multiple - Choice Test (MCT)

MCT assesses the underpinning knowledge and understanding of the apprentice through 40 multiple-choice questions, one point is allocated to each question.

### Time

60 Minutes are allowed to complete this test.

### Question Styles

Multiple choice questions

### Grading Criteria and marks

36 questions on core knowledge

4 questions on knowledge relating to retail bakery

| Grade | Marks |
|-------|-------|
| Fail  | 0-27  |
| Pass  | 28-40 |



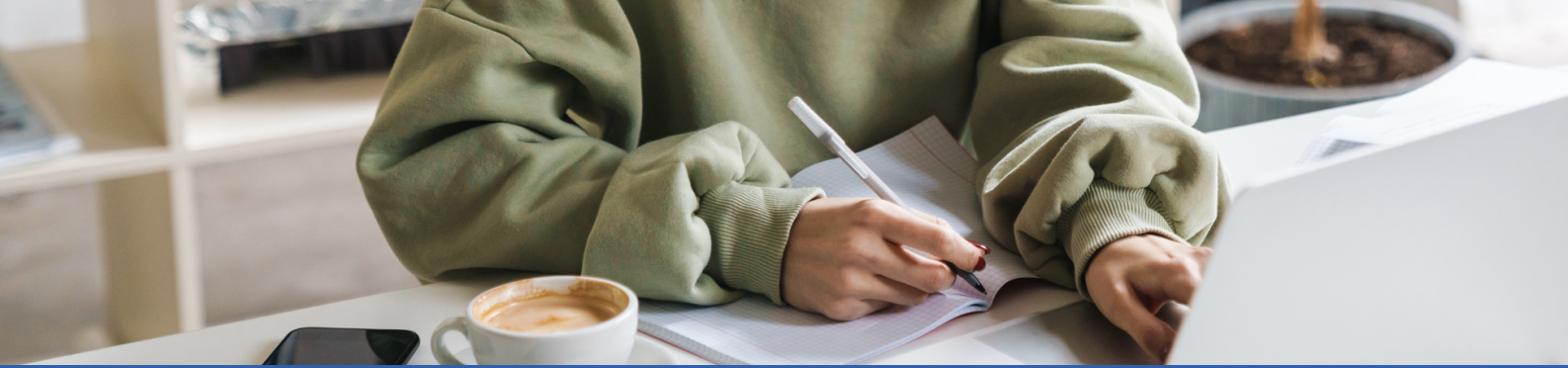
### Sample Questions

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)







# MULTIPLE - CHOICE TEST ASSESSMENT SPECIFICATION

| Standard reference | Knowledge to be assessed  |     | Range  | No of MCQs | Total No of MCQs |
|--------------------|---|-----|--|------------|------------------|
| CK1                | The bakery sector   | 1.1 | The current size and structure of the bakery sector in the UK; types of customers; seasonal impact on bakery product demand      | 1          | 3                |
|                    |   | 1.2 | The current size and structure of the bakery sector in the UK; types of customers; seasonal impact on bakery product demand      | 2          |                  |
| CK2                | Consumer requirements and current trends; impact on the bakery industry | 2.1 | Trends in bakery products e.g bread types inc. sourdough, pastries, gluten free products; impact of these products on production | 1          | 1                |
| CK3                | Baking theory   | 3.1 | The function of: mixing, proving, retarding, resting, baking, cooling  | 2          | 3                |
|                    |   | 3.2 | How bakery processes affect product quality  | 1          |                  |

|      |  |      |   |   |    |
|------|--|------|---|---|----|
| CK4  | Basic recipe formulation   | 4.1  | Ratios of ingredients for basic bread, pastry and cake products   | 1 | 2  |
|      |  | 4.2  | Ingredient quantities as percentages of total product and scale up recipes for a range of batch sizes   | 1 |    |
| CK7  | Main bakery ingredients: flour, yeast, salt, sugar, fats, improvers, water, eggs | 7.1  | The origins, properties, nutritional value, purposes and uses of ingredients used in bread making and flour-based confectionery   | 8 | 10 |
|      |  | 7.2  | How different ingredients interact with each other; how ingredients are stored, handled and transported   | 2 |    |
| CK8  | Principles of making dough   | 8.1  | Changes in physical properties during processing, types of dough for different products   | 2 | 4  |
|      |  | 8.2  | Bulk fermentation and no time doughs (Chorleywood bread process)  | 2 |    |
| CK11 | Bakery legislation, regulations and requirements                                 | 11.1 | Requirements of the following and how they apply to the bakery industry: Food Safety, Allergen control, Hazard Analysis Critical Control Points (HACCP), labelling, acrylamide, bakery-related asthmagens (powders), flour dust | 3 | 3  |
| CK12 | Health and Safety at Work Act 1974 and Control of Substances Hazardous to Health | 12.1 | Requirements of the legislation and how it applies to the bakery industry   | 2 | 4  |
|      |  | 12.2 | Risk assessments and method statements, manual handling, Personal Protective Equipment (PPE) and standard operating procedures  | 2 |    |
| CK13 | Environmental  | 13.1 | Requirements of the Environmental Protection Act 1990 and how it applies to the bakery industry   | 1 |    |

|      |   |      |   |   |   |
|------|---|------|---|---|---|
| CK16 | Quality assurance and monitoring of processes | 16.1 | The importance of quality assurance in the bakery industry; types of quality assurance checks; dealing with non-conformance; limits of own authority when performing quality checks | 2 | 2 |
|------|---|------|---|---|---|

|      |   |      |   |   |   |
|------|---|------|---|---|---|
| CK19 | Equality and diversity in the workplace | 19.1 | What 'equality, diversity and inclusivity' means in the workplace: equal opportunities and fairness for all; protected characteristics. | 2 | 2 |
|------|---|------|---|---|---|

Retail/Instore Baker option:

|        |                    |      |   |   |   |
|--------|--------------------|------|---|---|---|
| RK29ii | Complaints process | 29.1 | The importance of following a company complaints process          | 2 | 4 |
|        |                    | 29.2 | Communicating effectively with customers when a complaint is made | 2 |   |

Total Number of Questions

40



## Observations with Questioning (OQ)

The IE will carry out the OQ within the workplace. This allows for a demonstration of the KSBs through naturally occurring evidence. It will:

- be scheduled when the apprentice will be working in their normal place of work  
Simulation is not permitted
- be conducted where possible at a time which reflects typical working conditions
- allow the apprentice to demonstrate all aspects of the standard being observed
- include questions in relation to underpinning knowledge or where an opportunity to observe an activity has not naturally occurred
- involve one IE observing and questioning one apprentice
- take a holistic approach to observing the overall competence of the apprentice

### OQ Questioning session

A minimum of 6 open questions will be asked. Questions will be taken from FDQ's OQ item bank. Questions may be asked during the observation (in natural stops between tasks) and at the end of the observation.

### Time

4.5 hours ,+10% as required, (5 hours maximum), to include time for questioning. The observation will take place in one continuous session, allowing comfort breaks as necessary.

### Venue

The assessment must be taken at the apprentice's workplace under FDQ's assessment conditions



# Observation with Questioning (OQ)



# Tools, Equipment & Materials



1

## Large Equipment

- Ovens
- Prover
- Fryer
- Refrigerator
- Mixer/ Attachments

2

## Small Equipment/ Utensils

- Appropriate oven trays
- Appropriate tins,
- patty tins,
- sponge tins,
- loaf tins
- Mixing Bowls, bevelled
- Weighing Scales
- Weighing containers
- Cooling wires
- Measuring Jugs
- Rolling Pin
- Cake Cases
- Pastry brushes
- Palette knife
- Wooden spoons
- Utensils, spoons / fork / knife
- Cutting / chopping knives
- Scotch scrapers / plastic scrapers
- Whisk
- Sieve
- Piping bags
- Nozzles
- Measuring tape / ruler
- Timer / clock / alarm
- Silicone / greaseproof paper
- Cling film
- Marker pen
- Scissor

3

## Finishing Products

- Decorative mediums

4

## Apprentice to provide

- Personal white protective clothing that meets industry standards
- Hat / hairnet and appropriate flat footwear





# Observation with Questioning Assessment Specification

The following activities will be assessed in the observation. The apprentice will be assessed on adhering to hygiene, health and safety standards and maintaining the work environment both during the activities and at the end of the observation. The observation should be conducted in the following way, to take account of the occupational context in which the apprentice operates.

- Bakery products produced must be a commercial batch size appropriate to the workplace
- Bakery products may be produced using ingredients or a mix. Part-baked products are not permitted.

The apprentice will be asked to complete 8 activities. Tasks are not listed in any particular order, it is for the apprentice to decide on the order of work.

## L2 Baker ST0191/AP05: Observation with Questioning

### **Activity 1 Plan and prepare for bakery tasks S1 S2 S3**

The apprentice will:

- establish production requirements
- plan and organise preparation and methodology of the working area

### **Activity 2 Use/operate bakery tools, equipment and ovens S11 S12 S13**

The apprentice will:

- follow company guidelines in using and operating bakery tools and equipment
- wear and use the correct PPE, including wearing oven gloves to load and unload the oven
- identify the correct trays and the products to be placed on each
- use the correct oven temperature and time setting in line with company requirements

**Activity 3**  
**Contribute to**  
**maintaining a clean**  
**and effective bakery**  
**production environment**  
**K14 K17 S18 S19 S20**  
**S21 B1 B2**

The apprentice will:

- ensure the work environment; tools and equipment are clean and tidy both during the activities and at the end of the observation to ensure hygiene standards are maintained
- follow health and safety procedures and ensure the correct use of protective clothing

**Activity 4 Prepare**  
**bakery products for**  
**customer/consumer,**  
**including packaging**  
**and labelling of bakery**  
**products K9 S16 S17**

The apprentice will:

- produce the finished product to company standards
- package products according to specification with correct labelling/pricing
- display according to company requirements
- demonstrate clean as you go and safe and hygienic practices

**Activity 5 Produce a**  
**minimum of two in-**  
**store bakery products**  
**to specification: bread**  
**loaf and a different**  
**bakery product K5 S4**  
**S5 S6 S7 S8 S9 S10**

The apprentice will:

- Produce a minimum of:
  - A batch of bread loaves
  - A batch of other retail bakery product e.g. bread rolls, donuts, fruited teacakes, various pastries (n.b. products should NOT include part-baked items)
- follow company guidelines to prepare and bake the products
- wear and use the correct PPE, including wearing oven gloves to load and unload the oven
- cool and rest the products according to specification
- source any relevant finishing ingredients and apply to specification

**Activity 6 Display and**  
**replenish bakery**  
**products in store K28**  
**S28**

The apprentice will:

- handle products correctly when replenishing and packing
- recognise and deal with 'out of date' products
- identify, rotate and code check products
- replenish goods to merchandising standards and within company requirements
- demonstrate safe working methods
- work within the legal guidelines

**Activity 7 Serve**  
**customers and sell**  
**bakery products in**  
**store K29.i. K30 K31**  
**S27**

The apprentice will:

- demonstrate skills in the delivery of service
- demonstrate care and engagement with customers to identify and respond to their needs
- carry out customer service in line with company requirements

**Activity 8 Questioning**  
**session**

The apprentice will:

- Answer questions relating to underpinning knowledge of the tasks observed
- Answer questions to cover any activities that have not been covered during the observation session

End of Test





# Grading Criteria & Marks

| Grade       | Marks   |
|-------------|---|
| Fail        | Did not achieve all Pass criteria                                   |
| Pass        | Achieved all Pass criteria and 3 or less Distinction criteria       |
| Merit       | Achieved all Pass criteria and between 4 and 7 Distinction criteria |
| Distinction | Achieved all Pass criteria and all 8 Distinction criteria           |



## Interview underpinned by portfolio of evidence (PE)

The Interview underpinned by portfolio of evidence involves the IE asking the apprentice a series of questions to assess competence against the KSBs that do not occur on a predictable or regular basis. Questions will be open and competence-based, with additional follow up questions for clarity. The questions will be a combination of standardised questions from FDQ's IN question bank and questions devised by the IE, based on the portfolio of evidence.

### Time

The IPE will last for 45 minutes + 10% as required, maximum 50 minutes.

### Venue

The interview will take place in a quiet room, free from distractions and influence. Video conferencing may also be used to conduct the interview. In this case, additional requirements and checks in terms of connectivity, authenticity and security will be necessary – see FDQ's User Guide to Invigilation found on FDQAwards.



## Assessment Specification

IEs will ask 8 sets of questions to cover the following topics:

maximising product yield

common bakery product faults and issues

bakery documentation/records

material/stock control

customer/consumer focus

adaptable

team worker

learning and development

# Interview underpinned by portfolio of evidence (IN)





# Grading criteria & Marks

| Theme/KSBs                                      | Pass descriptors In order to achieve a pass, apprentices must demonstrate all of the pass descriptors   |
|---|---|
| Core  |   |
| Maximising product yield K10                    | Describes ways of working to maximise product efficiency and minimise waste   |
| Common bakery product faults and issues K15 S22 | Describes a situation where they have identified a common bakery product problem/fault and applied problem solving to identify the underlying cause                   |
| Bakery documentation/records K18                | Describes the correct purpose and requirements for given bakery documentation and compliance records  |
| Material/stock control S14 S15                  | Describes how they monitor materials/stock levels and controls and how they receive and store materials/stock, identifying factors that need to be taken into account |
| Customer/consumer focus B3                      | Describes an example of being customer/consumer focused, outlining the situation and the approach they applied to meet their needs                                    |
| Adaptable B4                                    | Describes an example of where they have been in the workplace and responded to changing demands or new technology   |
| Team worker B5                                  | Describes an example of being a team player in the workplace, outlining the situation and the role they played  |
| Learning and development B6                     | Outlines different types of learning and development they have undertaken and their plans for learning and development and its potential benefits                     |

Fail: apprentices will fail if they do not demonstrate all the pass descriptors

## GRADE BOUNDARIES

| Marking the Component title |                                      |
|-----------------------------|--------------------------------------|
| Grade                       | Marks                                |
| Fail                        | Did not achieve all Pass descriptors |
| Pass                        | Achieved all Pass descriptors        |

# 4.0 The Final Grade

The IE will grade the EPA according to the grades achieved in each of the three assessments. All assessment methods are weighted equally. A sample of assessment decisions are subject to moderation and verification by the End-point Assessment Organisation (EPAO), FDQ. The final EPA grade will be based on the outcomes from the observation with questioning (QO), the interview (IPE) underpinned by portfolio of evidence and the Multiple-choice Test. Apprentices who fail one or more assessment method will be awarded an overall EPA fail. Grades from individual assessment methods will be combined in the following way to determine the grade of the EPA as a whole:

| Assessment method 1 : Observation with questions | Assessment method 2: Interview underpinned by a portfolio of evidence | Assessment method 3: Multiple-choice Test | Overall Grade |
|--|---|---|---------------|
| Fail   | Any grade   | Any grade                                 | Fail          |
| Any grade  | Fail  | Any grade                                 | Fail          |
| Any grade  | Any grade   | Fail                                      | Fail          |
| Pass   | Pass  | Pass                                      | Pass          |
| Merit  | Pass  | Pass                                      | Merit         |
| Distinction                                      | Pass  | 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 KT, OQ where variation allows and IPE questions when taking a re-sit/re-take. 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 OQ. 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 Instore Baker 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.

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