



Baker (Craft) Guide to EPA



TABLE OF CONTENTS

CLICK ON THE CONTENT
YOU WOULD LIKE TO VIEW

Document History	3
2.0 What is an End-point Assessment?	4
<i>End-point Assessment Day:</i>	5
3.0 About the EPA	6
<i>Site Visit from EPA Manager</i>	6
<i>Fees for the EPA</i>	6
<i>What knowledge is assessed through each component</i>	7
<i>Multiple - Choice Test (MCT)</i>	14
<i>Observations with Questioning (OQ)</i>	18
<i>Tools, equipment and materials</i>	19
<i>Interview underpinned by portfolio of evidence (IPE)</i>	23
4.0 The Final Grade	25
5.0 Extra Information	26
<i>Certification</i>	26
<i>Unsuccessful apprentices</i>	26
<i>Resits/Retakes</i>	27
<i>Appeals and Complaints</i>	27
<i>Conclusion of EPA</i>	28
<i>Portfolio of Evidence</i>	29

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
27/10/2021	• Amends made throughout document to comply with new Assessment Plan (AP05) • Requirement to sit the KT as an online test, unless exceptional circumstances • JCQ guidelines updated
07/03/2023	• Assessment Methods – CRK 21 amended • JCQ guidelines updated
08/12/2023	Removal of the wording from Activity 5: • A batch of other craft bakery product e.g. bread rolls, fruited teacakes, cupcakes, filled sponge cakes, various pastries • And replaced with: • A batch of craft pastries and confectionery items • Removal of 2022/23 links and replaced with 2023/24 links for onscreen and written examinations
12/02/2024	All guides redesigned and condensed down to suit apprentices, employers and training providers.
26/07/2024	Re-sit / re-take guidance updated.
24/01/2025	Review of the guide.
20/06/2025	Change of Portfolio of Evidence Information and a break down of Core KSBs and Pathway Knowledge and Skills



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 fonts. Please make the request for adjustments when your employer submits your Gateway application form to FDQ. FDQ is committed to provide equality throughout all your EPAs. The FDQ Arrangement 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. Results will be issued within 8 weeks; however we aim to deliver your results with 21 days. If you pass your EPA, the Education and Skills Funding Agency (ESFA), on behalf of the Skills England 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 27 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 36 questions on core knowledge and 4 questions on knowledge relating to craft bakery	Fail Pass
2	Observation with questions	4.5 hours	A minimum of 6 open questions will be asked	Fail Pass Merit Distinction
3	Interview underpinned by portfolio	45 minutes	The IE will ask a minimum of 8 questions around topics listed later on in the guide.	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 (Core)	Knowledge to be assessed	OQ	IPE	MCT
K1	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			•
K2	Consumer requirements and current trends; impact on the bakery industry			•
K3	Baking theory: mixing, proving, retarding, resting, baking, cooling; their function and how they affect product quality			•
K4	Basic recipe formulation			•
K5	Bakery methods and processes: weighing, mixing, dividing, proving, shaping, scaling, blocking/forming, baking, fry-off, pre-bake, cooling and finishing; requirements and purpose	•		
K6	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 (Core)	Knowledge to be assessed	OQ	IPE	MCT
K7	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			•
K8	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)			•
K9	Finished baked products requirements: packaging, labelling, storage, handling and transportation	•		
K10	Maximising product yield efficiency and waste minimisation.		•	
K11	Bakery legislation, regulations and requirements: Food Safety, Allergen control, Hazard Analysis Critical Control Points (HACCP), labelling, acrylamide, bakery-related asthmagens (powders), flour dust			•
K12	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			•
K13	Environmental: Environmental protection Act 1990, sustainable and responsible use of resources and recycling			•

WHAT KNOWLEDGE IS ASSESSED THROUGH EACH COMPONENT?

Standard reference (Core)	Knowledge to be assessed	OQ	IPE	MCT
K14	Hygiene procedures: personal hygiene standards and bakery hygiene	•		
K15	Common baking faults and issues; problem solving		•	
K16	Quality assurance and monitoring of processes.			•
K17	Verbal and non-verbal communication techniques	•		
K18	Documentation requirements; compliance records		•	
K19	Equality and diversity in the workplace			•
Standard reference (Craft)	Knowledge to be assessed	OQ	IPE	MCT
K20	Different types of pastry: sweet, savoury	•		
K21	Raising agents used in confectionary: baking powder, bicarbonate of soda, egg, egg white	•		
K22	Aeration techniques – mechanical, natural and chemical	•		
K23	Principles of lamination			•

WHAT SKILLS ARE ASSESSED THROUGH EACH COMPONENT?

Standard reference (Core)	Skills to be assessed	OQ	IPE	MCT
S1	Read and interpret information for example, specification, recipe and production plan	•		
S2	Plan bakery tasks	•		
S3	Prepare for bakery tasks. Obtain materials	•		
S4	Prepare ingredients	•		
S5	Weigh or check weight of ingredients/products	•		
S6	Mix ingredients	•		
S7	Deposit, scale or cut/divide mixture	•		
S8	Mould products	•		
S9	Monitor prove	•		
S10	Pre-bake and/or post-bake dressing of product	•		
S11	Select, prepare/set-up and use equipment and machinery	•		

WHAT SKILLS ARE ASSESSED THROUGH EACH COMPONENT?

Standard reference (Core)	Skills to be assessed	OQ	IPE	MCT
S12	Operates ovens	•		
S13	Clean and check tools and equipment	•		
S14	Monitor, materials/stock levels and control for example, first in first out, temperature and environment		•	
S15	Receive and store materials/stock from external suppliers and/or internal stores		•	
S16	Store finished goods	•		
S17	Package and label bakery products for example, allergens	•		
S18	Comply with health & safety, food safety, environmental procedures, PPE, hygiene and method statements	•		
S19	Clean and tidy work area. Dispose of waste and recycle	•		
S20	Communicate verbally for example with colleagues, suppliers and customers	•		
S21	Record information – paper based or electronic	•		
S22	Record information – paper based or electronic		•	

WHAT SKILLS ARE ASSESSED THROUGH EACH COMPONENT?

Standard reference (Craft)	Skills to be assessed	OQ	IPE	MCT
S23	Scale up/down a recipe using percentages			
S24	Prepare and apply fillings/coatings			

WHAT BEHAVIOURS ARE ASSESSED THROUGH EACH COMPONENT?

Standard reference	Knowledge to be assessed	OQ	IPE	MCT
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. There will be 36 questions on core knowledge and 4 questions on knowledge relating to craft bakery. Multiple-choice Test will be closed book – no reference materials may be referred to. Multiple-choice Test will be administered as an on-screen test, however in exceptional circumstances paper-based tests may be provided.

Time

60 Minutes are allowed to complete this test.

Question Styles

Number of questions in the test: 40 MCQs

Venue

The MCT will be taken at the appropriate assessment centre, in a quiet area free from distractions that complies with FDQ's policies.

Grading Boundaries:

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
K1	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	How and why bakery production methods have evolved; current and emerging bakery technology and digitalisation: equipment and processes, reference sources and management information systems	2	
K2	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
K3	Baking theory	3.1	The function of: mixing, proving, retarding, resting, baking, cooling	2	3
		3.2	How bakery processes affect product quality	1	

K4	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	
K7	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	
K8	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	
K11	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
K12	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	
K13	Environmental	13.1	Requirements of the Environmental Protection Act 1990 and how it applies to the bakery industry	1	

K13	Environmental	13.2	Sustainable and responsible use of resources and recycling: re-using materials according to operational requirements; handling waste produced in bakery processes	1	2
K16	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
K19	Equality and diversity in the workplace	19.1	What 'equality and diversity' means in the workplace: equal opportunities and fairness for all; protected characteristics	2	2
Craft baker option:					
K23	Principles of lamination	23.1	The lamination process: ingredients; how it works, problems that occur during lamination.	2	4
		29.2	Different product types using laminated dough and pastry.	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 K6 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 batch
bakery products Produce
a minimum of two
batches of bakery
products using large scale
production methods to
specification: Bread loaf
and a different bakery
product K5 K24 K25 K27
S4 S5 S6 S7 S8 S9 S10

The apprentice will:

- Produce bread products to specification using large scale production methods
- Produce pastries and / or confectionery to specification, using large scale production methods
- Bakery products produced must be a commercial batch size appropriate to the workplace
- Bakery products may be produced using ingredients or a mix (note: products should NOT include part-baked items)
- Follow company guidelines to prepare and bake the products and operate ovens
- Comply with health & safety, food safety, environmental procedures, PPE, hygiene and method statements
- Identify bakery product problems/faults and underlying causes

Activity 6 Amend recipes
to meet craft bakery
production requirements
S23

The apprentice will:

- identify production requirements from the day's production plan
- scale recipes up or down depending on the batch size required for the day's production
- make a batch of bakery products in activity 5 using the amended recipe
- demonstrate safe working methods
- work within the legal guidelines

Activity 7 Finish craft
bakery products
S24

The apprentice will:

- source and prepare relevant finishing ingredients
- apply finishing ingredients to company specification
- demonstrate safe working methods
 - work within the legal guidelines

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



Grading Criteria & Marks

Grade	Marks
Fail	Did not achieve all Pass criteria
Pass	Achieved all 12 Pass criteria and 3 or less Distinction criteria
Merit	Achieved all 12 Pass criteria and between 4 and 7 Distinction criteria
Distinction	Achieved all 12 Pass criteria and all 8 Distinction criteria

Interview underpinned by portfolio of evidence (IPE)

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.



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 (IPE)





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 Interview Underpinned by Portfolio of Evidence	
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.

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 or a re-take at the employer's discretion. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

A re-sit does not require further learning, whereas a re-take does. Apprentices should have a supportive action plan to prepare for a re-sit or a re-take. An apprentice who fails one or more assessment methods, and therefore the EPA in the first instance, will be required to re-sit or re-take any failed assessment methods only.

The timescales for a re-sit/re-take is agreed between the employer and EPAO. A re-sit is typically taken within two months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within four months of the EPA outcome notification.

All assessment methods must be taken within a six month period, otherwise the entire EPA will need to be re-sat/re-taken. Re-sits and re-takes are not offered to apprentices wishing to move from pass to a higher grade.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.

Appeals and Complaints

FDQ is committed to providing the highest levels of service to its customers, including centres and apprentices. It anticipates that issues or complaints can be resolved through the complaints or enquiries procedures and these procedures will be followed in the first instance. FDQ's Complaints Policy can be found at www.fdq.org.uk. However, in the event that a customer remains dissatisfied having exhausted these procedures, they have recourse to the appeals process, using FDQ Appeals Procedure available at www.fdq.org.uk.

FDQ will establish and maintain robust procedures for handling complaints and appeals and ensure that complaints and appeals are dealt with in a fair and timely manner, the specific needs and interests of apprentices are considered and protected, and that they are kept informed of progress. FDQ will notify apprentices of any outcomes reached and, where appropriate, any further action is to be taken.



Conclusion of EPA

We hope this handbook has been helpful and has given an insight into the requirements for the Craft 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.

Email: epa@fdq.org.uk

Tel: 0113 3970 395

General guidelines on the Submission of the Portfolio of Evidence

Apprentices must compile a portfolio of evidence during the on-programme period of the apprenticeship. It must contain evidence related to the KSBs that will be assessed by the Interview underpinned by Portfolio of Evidence assessment method (IPE) – the KSBs are detailed on the following page.

The portfolio must comply with the requirements listed below:

- it will typically contain ten discrete pieces of evidence evidence should be mapped by the apprentice against the KSBs assessed by the interview evidence may be used to demonstrate more than one KSB;
- a qualitative as opposed to quantitative approach is suggested. FDQ recommends that each piece of evidence should be a maximum of 4 pages of A4 Evidence sources may include: workplace documentation, for example workplace policies/procedures, records witness statements annotated photographs video clips (maximum total duration 10 minutes), the apprentice should always be in view and identifiable
- This is not a definitive list; other evidence sources are possible.

Please note the following: it should not include any methods of self-assessment any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions the evidence provided must be valid and attributable to the apprentice.

The portfolio of evidence must contain a statement from the employer and apprentice confirming this the portfolio of evidence must be submitted to FDQ at the gateway, preferably in electronic format and at least 14 days before the EPA day. The portfolio is checked on receipt in gateway for validity but is not directly assessed.

It underpins the interview and therefore it is not marked by FDQ. The Independent Examiner (IE) will review the portfolio in preparation for the interview but is not required to provide feedback after this review.

For further information please refer to the L2 Baker enhanced portfolio guidance document, which includes an example mapping document and gateway submission form.

Please contact EPA@fdq.org.uk for a copy of the enhanced portfolio guidance document.



Knowledge

K10 Core. Maximising product yield efficiency and waste minimisation.
K15 Core. Common baking faults and issues; problem solving.
K18 Core. Documentation requirements; compliance records.

Skills

S14 Core. Monitor materials/stock levels and controls for example, first in first out, temperature and environment.
S15 Core. Receive and store materials/stock from external suppliers and/or internal stores.
S22 Core. Identify bakery product problems/faults and underlying causes.

Behaviours

B3 Core. Consumer/customer focus. For example, strives to meet their needs.
B4 Core. Adaptable. For example, responds positively to changing demands or new technology.
B5 Core. Team worker. For example, polite, keeps others informed, helps colleagues, takes account of equality and diversity.
B6 Core. Seeks learning and development opportunities.

Portfolio of Evidence

