

FDQ Ltd - Qualification Purpose and Structure

FDQ number	Qualification title	Qualification number	EPA Plan number	EQF Level	Review date
325-278	Level 2 End-point assessment for ST0194 Fishmonger	603/4096/4	ST0194/AP03	2	31/01/2022

Purpose overview

This end-point assessment (EPA) qualification is designed for learners who have completed the on-programme training for the Fishmonger Standard Apprenticeship. Successful completion of this EPA confers the correct level of knowledge, skills and behaviours specified in the apprenticeship standard, and contributes towards the achievement of the Level 2 Fishmonger Apprenticeship. FDQ provides an EPA statement of results but certification of the complete apprenticeship standard is provided by the Education and Skills Funding Agency.

Regulation

The EPA qualification is externally quality assured by Ofqual.

Entry Requirements

Learners need to be 16 years old or over to take this qualification, employed or contracted in a workplace and enrolled on the Fishmonger Standard apprenticeship.

Prior to taking this EPA qualification, entrants should meet the Level 2 Fishmonger gateway requirements as specified in the assessment plan:

- On and off the job training to develop knowledge, skills and behaviours as specified in the apprenticeship standard
- Level 1 Mathematics
- Level 1 English
- At least one attempt at Level 2 English & Mathematics

Qualification Content

This qualification tests the mandatory knowledge, skills and behaviours set out in the Fishmonger standard including: knowledge of the fishing industry, health and safety and food safety; fishmonger skills in effective handling of stock, preparation of fish and customer service; effective behaviours required of fishmongers including problem solving, integrity and respect and responsiveness to change.

Entrants will undergo three test components as detailed on the following pages, the results of which are aggregated to give a final apprenticeship grade of fail, pass, merit or distinction.

This qualification could lead to

This qualification will support progression to further learning in:

1. Subject areas including:

- Food science and technology
- Food safety and quality
- Food team leading/management
- Food retail management

2. Further qualifications including:

- Level 3 Team leader
- Level 3 Food Science/Technology
- Level 4 Management

Qualification support

The Level 2 Fishmonger Standard and Assessment Plan has been developed by the Fishmonger Apprenticeship Employer Group and approved by the Institute for Apprenticeships; Ofqual has confirmed it will carry out external quality assurance of the EPA. The FDQ EPA qualification is supported by the Food and Drink Training and Education Council and a range of employers and training providers.

Further information

Further information can be obtained from our website at: <http://www.fdq.org.uk/our-qualifications>

Or by contacting FDQ:

Tel: 0113 397 0395

E mail: fdq@fdq.org.uk

Methods of Assessment

The qualification includes 3 assessment components, each of which must achieve a pass in order to pass the EPA requirement of the Level 2 Fishmonger Apprenticeship. Specifications for each of the assessment components are available on FDQ's secure system FDQ Assess. Please contact FDQ's EPA team at epa@fdq.org.uk for more information.

Overall grading of the EPA qualification is Fail, Pass, Merit or Distinction.

Assessment Components and Time Allowed

Level 2 EPA ST0194 Fishmonger	Contribution of assessment component to final grade (%)	
Knowledge test	20	
Practical Observation	50	
Professional discussion and Interview	30	
Overall apprenticeship grading	Fail/Pass/Merit/Distinction	
Assessment		Time
Knowledge test (KT)	50 multiple choice questions	90 min

	10 extended answer questions	
Practical Observation (PO)	Observation of fishmonger activities Assessment of supplementary evidence Mandatory questioning	6.5 to 8h
Professional Discussion & Interview (PDI)	Mandatory questioning	40-45min

Qualification scope

The qualification will assess the following knowledge, skills and understanding:

		Assessment Method		
Standard Ref	Knowledge to be assessed	KT	PO	PDI
K1	The history and development of the fish and shellfish sector	•		
K2	The range of commercially available fish and shellfish species, harvesting methods and fish stocks	•		
K3	The fish and shellfish supply chain	•		
K4	Seasonality and supply and the factors that impact on price and availability	•		
K5	Safe handling and storage of fish and shellfish from receipt to sale, including opening and closing a fish display counter	•	•	
K6	The principles of product food safety	•		
K7	Stock control, product pricing, traceability and quality assurance	•	•	
K8	Preparation of the different types of fish and shellfish for retail display and sale	•	•	
K9	The principles of displaying fish and shellfish for sale	•	•	
K10	Customer requirements, and how to meet their expectations; Complaints	•	•	•
K11	The principles of selling fish and shellfish, profitability and how to maximise sales	•	•	
K12	How to process the sale of fish and shellfish including weighing, packing and labelling	•	•	

K13	The factors that impact on the commercial success of the business	•		•
K14	Basic cooking methods – recipes for a variety of fish and shellfish	•		
K15	Health and safety within the working environment	•	•	
		Assessment Method		
Ref	Skills to be assessed	KT	PO	PDI
S1	Adherence with safe handling and storage requirements from receipt to sale, including stock rotation, quality assessment, temperature control and monitoring and avoiding cross-contamination		•	
S2	The ability to hand prepare fish including removing fish scales, gutting, filleting, boning, pocketing, canoeing and skinning		•	
S3	The ability to hand prepare shellfish including dressing and shucking		•	
S4	Display fish and shellfish for retail sale		•	
S5	An ability to sell fish and shellfish by interpreting and satisfying customer needs, through upselling/link selling and promotions		•	
S6	Process the sale of fish and shellfish, including portioning, preparing, weighing, packing, labelling and processing payments relevant to the business		•	
S7	Use tools and equipment safely in the handling, preparation and sale of fish and shellfish		•	
S8	Work safely and hygienically in the handling, preparation and sale of fish and shellfish		•	
S9	Handle complaints and resolve problems appropriate to business policy and procedures			•
S10	Communicate effectively with customers and colleagues		•	
		Assessment Method		
Standard Ref	Behaviours to be assessed	KT	PO	PDI
B1	Safe Working: ensures safety of self and others, addresses safety issues and concerns		•	

B2	Hygienic working: follows food safety procedures and policies, address food safety issues and concerns		•	
B3	Ownership of work: accepts responsibility and is proactive		•	•
B4	Pride in work: integrity, aims for excellence, punctual and reliable		•	
B5	Self-development: seeks learning and development opportunities			•
B6	Integrity and respect: for all colleagues		•	
B7	Working in a team: builds good relationships with others			•
B8	Problem solving: identifies and participates in problem solving		•	•
B9	Responsiveness to change: flexibility to changing environment and demands			•
B10	Company/industry perspective: desire to learn about own company and food industry, acts as an ambassador			•
B11	Effective Communication: confident and professional engagement with others, listens effectively, receives feedback		•	

Assessment Criteria

The three assessment components are assessed using the grading criteria on the following pages. Points are allocated according to the allowances indicated, up to the maximum stipulated. Partial whole points are allowed.

Assessment component	Assessment criteria		
KT	Multiple choice questions: 2 points for each correct answer Extended answer questions: up to 10 points for each answer Total available points for KT = 200		
PO	Fail	Pass	Outstanding
1. Adherence with food safety and	Fails to follow food safety procedures.	Demonstrates a knowledge of the chill chain.	Demonstrates an in-depth knowledge

<p>quality assessment</p>	<p>Fails to maintain temperature control.</p>	<p>Use correct stock handling system. Demonstrates physical quality assessment of fish. Maintains temperature control. Follows food safety procedures.</p> <p>Total available points: 7</p>	<p>of the seafood supply chain. Demonstrates an understanding of the impact of quality and shelf-life on stock rotation. Uses quality assessment techniques to assess the quality of fish. Contributes towards HACCP documentation. Can identify food safety risks and control measures.</p> <p>Total available points: 7</p>
<p>2. Hand preparation of fish</p>	<p>Handles and processes fish in an unsafe or unhygienic manner.</p>	<p>Removes scales, guts and gills from a selection of fish. Fillets a variety of fish using a selection of techniques, showing some loss of yield or presentation. Pockets and canoes fish with some loss of yield or presentation. Skins a fish well with minimal loss of yield or presentation.</p> <p>Total available points: 18</p>	<p>Efficiently removes scales, guts and gills from a selection of fish. Describes the skeletal structure of round and flat fish. Efficiently produces a series of fish fillets, pocket and canoe without any undue loss of yield or quality. Efficiently skins fish with two or more techniques to maximise yield and/or presentation.</p> <p>Total available points: 18</p>
<p>3. Hand prepare shellfish</p>	<p>Handles and processes fish in an unsafe or unhygienic manner. Unable to identify all of the inedible parts. Finished product contains inedible material.</p>	<p>Dresses cooked crustaceans safely. Identifies and separates the edible from the non-edible parts. Safely shucks raw bivalve molluscs.</p>	<p>Efficiently dresses cooked crustaceans safely with minimal loss of yield and to a high standard of presentation. Lists the relevant food safety issues as well as the seasonal variations between male and female animals. Efficiently and safely shucks raw bivalve molluscs</p>

			<p>with minimal loss of yield and to a high standard of presentation. Identifies edible parts from inedible parts.</p> <p>Lists the relevant food safety issues as well as the seasonal variations to be expected.</p> <p>Total available points: 2</p>
4. Display fish and shellfish for retail sale	Set up, maintains or closes down display in a way that is unsafe or unhygienic.	<p>Identifies fish and/or shellfish species correctly. Uses FIFO stock rotation to follow an agreed display plan. Maintains the display correctly. Closes down the display using FIFO stock rotation. Correctly follows a cleaning schedule to sanitise the display. Correctly stores materials for the next day's trading.</p> <p>Total available points: 6</p>	<p>Designs a safe, efficient and effective plan for a retail display. Maintains display by anticipating demand throughout the trading day or week. Closes down a display using care and attention to ensure quality of displayed products. Identifies potential food safety risks and control measures.</p> <p>Total available points: 6</p>
5. Sell fish and shellfish	Behaves in a way that shows disrespect to customers. Provides information that is inaccurate or misleading.	<p>Identifies fish and shellfish correctly. Communicates effectively and knowledgeably with customers.</p> <p>Total available points: 4</p>	<p>Uses product knowledge and customer service to build a rapport with the customer. Communicates effectively with the customer, giving suggestions for recipes and cooking techniques and upselling products.</p> <p>Total available points: 4</p>
6. Process the sale of fish and shellfish	Handles and packs fish or shellfish in a way that is unsafe or unhygienic. Provides inaccurate or misleading	<p>Portions, prepares, accurately weighs and packs products using available equipment and packaging. Labels products carefully and processes payments</p>	<p>Discusses customer needs and makes recommendations when processing the sale. Adapts pricing according to product format to</p>

	advice regarding the handling, storage or further preparation of fish or shellfish by the customer.	relevant to the business accurately. Total available points: 5	avoid possible mischarging. Accurately discounts products with short date code and labels appropriately. Total available points: 5
7. Use tools and equipment	Uses tools and equipment in a way that is unsafe or unhygienic or likely to cause damage or unacceptable wear and tear.	Safely uses and maintains knife using a steel or chantry knife sharpener. Prepares fish using safe techniques, keeping workstation clean and clear, returning clean equipment back to storage areas when not in use. Uses weighing, packaging, labelling equipment correctly. Total available points: 2	Safely uses and sharpens knives using a steel, chantry knife sharpener, and diamond steel/whetstone. (1 point) Proactively replenishes consumables and solves minor problems. Total available points: 2
8. Work safely and hygienically	Fails to prepare for work in a food preparation area with regard to clothing and personal hygiene. Fails to maintain acceptable standards of personal hygiene during the working day. Fails to wear appropriate Personal Protective Equipment and hygiene clothing correctly. Fails to take appropriate action to mitigate observed food safety or health and safety risks. Fails to maintain required food	Works so as not to endanger others or self, paying close attention to food safety risks and health and safety. Carries out the sale of fish/shellfish hygienically and in accordance with appropriate policies and procedures.	Takes appropriate measures to maintain a visually clean appearance at all times during the working day. Is able to identify and act on unforeseen safety issues during the handling, preparation or sale of fish or shellfish.

	safety and health and safety standards.	Total available points: 2	Total available points: 2
9. Communicate effectively with customers and colleagues	Fails to communicate effectively	Communicates effectively and without misunderstanding, taking account of the needs of customers and colleagues Total available points: 4	Communicates using active listening and influencing skills with customers and colleagues. Develops a rapport with customers and colleagues to improve communication and understanding. Total available points: 4
All 50 pass points required to achieve a Pass. Grand total of available points for PO = 100			
PDI	Fail	Pass	Outstanding
1. Ownership of work	Fails to provide clear responses to questions about ownership of work.	Accepts responsibility and takes ownership of own work. Total available points: 3	Identifies potential issues and takes appropriate actions to minimise disruptions to workflow. Total available points: 3
2. Self-development	Unable to provide examples of seeking learning opportunities.	Provides specific examples of seeking learning to develop own knowledge and skills. Total available points: 3	Takes ownership for own learning and practising new skills/ techniques/tools. Seeks to improve own understanding and learn from others. Shares knowledge and experiences with others. Total available points: 3
3. Working in a team	Unable to list 3 benefits of team working or give an example of working in	Is able to provide examples of working in partnership with colleagues to deliver business objectives.	Builds relationships with colleagues and others (2 points). Demonstrates knowledge and

	partnership with colleagues.	Is able to list three benefits to the businesses of team working. Total available points: 6	understanding of business objectives Makes a significant contribution to the team. Total available points: 6
4. Responsiveness to change	Unable to provide an appropriate personal example of a flexible response to change or list two benefits of a flexible approach to change.	Demonstrates flexibility to changing working environment and demands. Lists two benefits of a flexible approach to change. Total available points: 6	Understands the reasons behind change. Constructively questions and challenges change Sets a positive example for others about change. Total available points: 6
5. Company/industry perspective, ambassadorial role	Demonstrates a poor or inadequate understanding of the seafood industry and of their company. Unable to identify and articulate a positive message about the seafood industry.	Demonstrates knowledge of company and seafood industry. Acts as an ambassador. Total available points: 6	Actively seeks to improve understanding of their company and wider food industry. Total available points: 6
6. Handle complaints and resolve problems appropriate to business policy and procedures.	Demonstrates poor understanding of how to deal with customer complaints and of company policies and procedures for complaint handling.	Deals effectively with customer complaints (3 points) and resolves problems in line with business policy and procedures Total available points: 6	Proactively resolves problems (3 points) and recommends changes or improvements to ways of working (3 points). Total available points: 6
All 30 pass points required to achieve a Pass. Grand total of available points for PDI= 60			

Specimen assessments

Example multiple-choice questions:

Q. Which of the following is the recommended maximum temperature for a fish storage chiller?

- A. -18°C B. 0°C C. +4°C D. +10°C

Q. What is the most common method of fishing for mackerel?

- A. Pelagic trawling B. Purse Seining, C. Beam Trawling, D. Gill netting

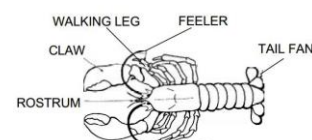
Q. Which of the following seafood species is not usually considered to be kosher?

- A. Sea Bass, B. Sardines, C. Salmon, D. Swordfish

Example extended answer questions:

Question 1.

Using the diagram, identify the main features of a lobster by drawing lines between each marked feature and the appropriate descriptive text. (2 marks for each correct answer, maximum 10 marks)



Question 2.

List three types of towed fishing gear, and two types of static fishing gear used in the UK and in each case give the name of a fish or shellfish that can be caught by that gear. (1 mark for each correct answer - 5 fishing gears and 5 fish or shellfish, maximum 10 marks).

Answers:

Beam trawl – plaice and other flatfish

Gillnet – seabass

Otter trawl – cod

Scallop dredge – king scallops

Longline – Haddock, cod, ling

Question 3A.

Describe the key differences between a filleting knife and a boning knife.

Question 3B.

List 5 other items of equipment commonly used by fishmongers to prepare fish and shellfish. (5 marks for part A, 1 mark each for up to 5 correct answers for part B)

Answers:

A filleting knife has a thinner and much more flexible blade than a boning knife. (2 marks). A boning knife is used for cutting through bones without losing its edge (1 mark) while a filleting knife is ideal for filleting and skinning (2 marks). A boning knife can be used for filleting as well as steaking small fish (1 mark) (max 5 marks).

Other fishmonger equipment includes steaking knife, fish scaler, scissors, oyster knife, steel, chantry, sharpening stone, gloves, apron, (1 mark each) (max 5 marks)

Examples of PDI questions:

- Please give an example of a time when you have handled a customer complaint. How did your solution comply with your company policies and procedures?
- Please explain how you manage your time to ensure you successfully complete your workplace responsibilities.
- Please explain the kind of learning and development opportunities available to support your career progression.
- Give an example of when you have worked effectively with others to achieve business objectives.
- Please describe in terms of Unique Selling Points (USPs) how the seafood retail sector competes with other food retail sectors, and how your business competes with other seafood retailers.
- Please describe how you (would) promote your business and the seafood retail sector in a positive manner.

Additional information and guidance

This specification should be read in conjunction with additional information relating to the EPA and the Fishmonger apprenticeship, which can be found in the following documents:

- Fishmonger End Point Assessment Plan *ST0194/AP03*, available from <https://www.instituteforapprenticeships.org/apprenticeship-standards/fishmonger/>

- Fishmonger Apprenticeship Standard ST0196, available from <https://www.instituteforapprenticeships.org/apprenticeship-standards/fishmonger/>
- Fishmonger Apprenticeship Standard – Employer and Training Provider Guide to End Point Assessment, available from epa@fdq.org.uk

FDQ has produced a number of guidance documents and specimen assessments to support apprentices, training providers and employers. Please contact epa@fdq.org.uk for further details.

Record of revisions to this document

Version	Description of change	Date