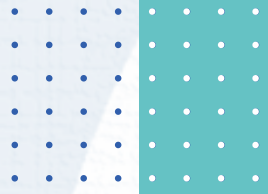


Lead Baker Guide to EPA



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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
17/03/2025	Guide redesigned in the new format.



WHAT IS AN END-POINT ASSESSMENT?

The End-point Assessment (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 Lead Baker.

Getting ready for your EPA:

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

- Level 1 & 2 functional skills if the learner is under 19 at the time of starting the apprenticeship.
- Completed Gateway declaration form.
- A portfolio of evidence to consistency demonstrate knowledge, skills and behaviours as described in the standard.

Reasonable adjustments:

Your employer must inform FDQ if you need any reasonable adjustment for your EPA. For example, extra reading time or instructions in large font. Please make the request for adjustments when your employer submits your Gateway application form to FDQ. FDQ is committed to provide equality throughout all our EPAs. The FDQ Arrangements for reasonable adjustment policy can be found at www.fdq.org.uk.

EPA Itinerary:

The FDQ Operations team 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 within 21 days. 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 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 20 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. The EPA test centre must provide all of the tools, equipment and raw materials required for the observation, which must be available approximately 10 minutes before the assessment starts.



	Component	Time allowed	Questions	Graded
1	Knowledge Test	60 minutes	30 multiple choice questions included	Fail Pass
2	Workplace observation with questioning	Must take 4 hours (+10% if required)	Will include a minimum of 5 questions across 5 themes	Fail Pass Distinction
3	Interview Underpinned by a Portfolio of Evidence	Must take 90 minutes (+10% if required)	Will include a minimum of 15 questions across 6 themes	Fail Pass Distinction

3.0 ABOUT THE EPA



Site visit from EPA Manager

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

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

Fees for the EPA:

FDQ has a fees policy for all our standards and 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. When the apprentice has entered the gateway and the EPA date is set, FDQ will issue a contract and 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 the appointed date of the EPA with a 30-day payment expectation.

EPA Assessment Method	Key
Knowledge Test	KT
Workplace observation with questioning	OQ
Interview Underpinned by a Portfolio of Evidence	IPE

WHAT KNOWLEDGE, SKILLS & BEHAVIOURS IS ASSESSED THROUGH EACH COMPONENT?

Standard reference	Knowledge to be assessed	KT	OQ	IPE
K1	Technical understanding of cake making methods			●
K2	Technical understanding of biscuit making methods			●
K3	Technical understanding of sweet and savoury pastry making methods			●
K4	Technical understanding of fermented and chemically leavened dough product making methods			●
K5	The purpose of recipe specifications and consequences of non-compliance with recipe specifications		●	
K6	Bakery Equipment appropriate to different processes and products			●
K7	Principles of Bakery production planning and scheduling		●	
K8	Key performance indicators and how they are used to manage production and bakery performance		●	
K9	Stock control and quality assurance		●	

K10	Principles of continuous improvement			
K11	Importance of coaching and training a bakery team			
K12	Principles of team working			
K13	Principles of organoleptic testing to measure the quality of products			
K14	Principles for benchmarking products			
K15	Principles of root cause analysis and preventative action			
K16	Productive use, care and preventative maintenance of bakery equipment and technology			
K17	The principles of food safety supervision for bakery			
K18	Principles of stock control and inventory management			
K19	Health and safety legislation			
K20	Food safety legislation			
K21	Environmental legislation, waste management and pest control principles in bakeries			
K22	Principles of handling feedback and complaints			
K23	Packaging types, functionality, sustainability and effects on shelf life and quality, for example; gas flushing, poly propylene perforated film, paper, waxed paper			
K24	Scientific principles of the mechanical dough development method, including the Chorleywood Bread Process			
K25	Scientific principles of fermentation and sourdough microbiology			
K26	Importance of food labelling legislation, and the legal consequences of non-compliance			

K27	Bakery trends and implications of seasonality			
K28	Principles of bakery profitability	●		
K29	Sales and promotion models for different media including social and digital			●
K30	Technical understanding of couverture chocolate	●		
Core Skills to be assessed				
S1	Produce refined cake products using complex techniques			●
S2	Produce refined biscuit products using complex techniques			●
S3	Produce refined sweet and savoury pastry products using complex techniques			●
S4	Produce refined fermented and chemically leavened dough product using complex techniques			●
S5	Coordinate ingredients, processing aids, equipment/technology, and production techniques to achieve expected product results		●	
S6	Apply refined finishing techniques			●
S7	Contribute to production planning to meet demand		●	
S8	Monitor the efficiency of productivity		●	
S9	Manage preparation, baking, and finishing techniques		●	
S10	Contribute to the development of operating procedures and continual improvement activity			●
S11	Provide guidance or training to colleagues		●	
S12	Communicate with colleagues and stakeholders visually and verbally		●	

S13	Conduct a test baking protocol to compare bakery ingredients and processes applying techniques to measure quality; physical and organoleptic properties			
S14	Contribute to the development, improvement and adaptation of products			
S15	Interpret quality information and data to identify and rectify real time errors during production			
S16	Identify and resolve issues with bakery equipment and technology			
S17	Plan the ordering of stock and materials in line with production demand			
S18	Manage the rotation and safe storage of stock and materials in line with production demand			
S19	Monitor compliance with food safety, health and safety at work, and environmental legislation			
S20	Measure and monitor product yield efficiency and waste minimisation			
S21	Assist in the resolution of feedback and complaints and implement changes for improvement			
Core Behaviours to be assessed				
B1	Prioritises and promotes health and safety and food safety			
B2	Accountable for own actions and actions of team			
B3	Maintains a customer focus			
B4	Positive and adaptable in approach to new demands and situations			
B5	Leads a team effectively			
B6	Committed to maintaining knowledge of current industry best practices and own professional development			

KNOWLEDGE TEST (KT)



Knowledge Test (KT)

- The KT will be carried out under FDQ's assessment conditions, and is a closed book test.
- The KT will usually be taken as an online test. Paper test may be permitted in certain circumstances. This will be agreed with the employer/training provider at the initial visit. Online test will be subject to FDQ's requirements for online testing and invigilation.
- If there are two or more apprentices ready for EPA, they may sit the tests as a group, under FDQ's assessment conditions.
- Identity of apprentice will be checked before the test starts.
- If the apprentice finishes their test before the time limit, FDQ recommends apprentices use the remaining spare time to check their answers.
- At the end of the test, the invigilator will collect and secure papers or devices. The test will be marked automatically by FDQ's online assessment software, or by the examiner at a later day if taken on paper.

Time

Apprentices are allowed 60 minutes to complete the test.

Number of Questions

There are 30 multiple-choice questions (MCQs) in the test. Each question has 4 possible answers with one correct answer.

Venue

The KT must take place in a quiet area, away from distractions and under FDQ's assessment conditions. The EPA Manager and employer will agree the test venue at the initial visit.

Knowledge test assessment specification

The test specification will help centres and tutors prepare their apprentices for KT.

The specification:

- shows the total number of questions from each theme in the Apprenticeship Standard
- shows the number of questions allocated to each of the topics.





KNOWLEDGE TEST

ASSESSMENT SPECIFICATION

FDQ Level 3 EPA for Lead Baker ST1349 V1.0

Time available

60 minutes

Number of Questions

30 multiple-choice questions

Marks available

30 marks

Grade available

Fail – 0 to 20 marks
Pass – 21 to 30 marks

The apprentice will answer questions on the following themes:

FDQ Assessment Criteria	Standard Reference & Knowledge Statement		Number of questions in test
1	K15	Principles of route cause analysis and preventative action	3
2	K16	Productive use, care, and preventative maintenance of bakery equipment and technology	2
3	K17	The principles of food safety supervision for bakery	3
4	K19	Health and safety legislation	3

FDQ Assessment Criteria	Standard Reference & Knowledge Statement		Number of questions in test
5	K20	Food safety legislation	3
6	K21	Environmental legislation, waste management, and pest control principles in bakeries.	3
7	K23	Packaging types, functionality, sustainability and effects on shelf life and quality	2
8	K24	Scientific principles of the mechanical dough development method, including Chorleywood Bread Process.	2
9	K25	Scientific principles of fermentation and sourdough microbiology	2
10	K26	Importance of food labelling legislation, and the legal consequences of non-compliance	3
11	K28	Principles of bakery profitability	2
12	K30	Technical understanding of couverture chocolate	2
Total number of questions in test:			30



WORKPLACE OBSERVATION WITH QUESTIONS ASSESSMENT SPECIFICATION

Observation with Questioning (OQ)

The Independent Examiner (IE) will carry out the observation within the workplace, which may be photographed at key stages if agreeable with the employer. This will be on a one-to-one basis. Realistic working environments are not allowed. This component comprises of observation of Lead Baker skills as detailed in the specification below, followed by a series of open questions.

Time

The OQ must last 4 hours (+10% if required). The time for questioning is included in the overall assessment time. The OQ may not be split, other than to allow comfort breaks as necessary or to allow the apprentice to move from one location to another as required. Where breaks occur, they will not count towards the total assessment time.

Venue

The OQ will be scheduled when the apprentice can be observed in their workplace and will be conducted under FDQ's assessment conditions.

Assessment

The apprentice will be assessed against the knowledge, skills and behaviours as specified on pages 15 to 16. The observation must include the following tasks, which will remain the same for each apprentice:

- ensuring optimal productivity and efficiency of bakery operations.
- managing a team.
- monitoring compliance with health & safety, food safety and environment legislation.
- planning and managing bakery production.
- controlling a stock of bakery ingredients, packaging and equipment.

If for any reason the set of tasks cannot be observed, the OQ may be postponed.

The IE will be unobtrusive whilst conducting the observation. A minimum of 5 questions will be asked by the IE at natural stops in the observation and/or at the end of the observation to assess the related underpinning knowledge, and follow up questions may be asked where clarification is required.

Questioning must be completed within the total time allowed for the observation.

Grading Criteria for the Workplace Observation with Questions

The OQ will be graded fail, pass, distinction.

All pass descriptors must be achieved to pass the OQ, if any are not met, a fail grade will be awarded for this assessment method.

All pass descriptors and all distinction descriptors must be met to achieve a distinction for this assessment method.



Grading Criteria & Marks

Grading criteria, used in the allocation of marks, as directed by the assessment plan can be found below.

Theme to be assessed	Grade	Grade descriptors
Ensure optimal productivity and efficiency (K8,S8,S20)	Pass	Measure and monitors production efficiency against key performance indicators including yield efficiency and waste minimisation (K8,S8,S20)
	Distinction	Achieves improved yield and waste minimisation against key performance indications (K8,S20)
Leading a team (K11,K12,S11,S12,B2,B5)	Pass	Leads the team effectively through clear guidance, training and communication, demonstrating accountability for own actions and actions of the team (K11,K12,S11,S12,B2,B5)
	Distinction	Adapts communication methods to suit the production environment and audience to ensure team actions are effective (S12,B5)
Monitor health and safety, food safety, and environment legislation compliance (S19,B1)	Pass	Monitors and promotes compliance with legislation, the environment, health and safety and food safety as a priority (S19,B1)
Plan and manage bakery production (K5,K7,K9,S5,S7,S9,B4)	Pass	<p>Uses appropriate production methods and processes to coordinate ingredients, processing aides, and equipment and technology checks and setting (K9,S5)</p> <p>Leads preparation, baking and finishing techniques to achieve expected product results and avoid consequences of non-compliance with recipe specifications (K5,S9)</p> <p>Contribute to effective production planning and scheduling to meet demand, responding positively to new situations that may arise (K7,S7,B4)</p>
	Distinction	Adjusts production methods and processes to achieve precise product results (K7,S7)

Theme to be assessed	Grade	Grade descriptors
Stock control (K18,S17,S18)	Pass	Leads and plans the ordering, rotation and safe storage of stock and materials, using correct stock control and inventory management principles in line with production demand (K18,S17,S18)
	Distinction	Achieves maximised production efficiencies through effective stock control in line with demands (S17,S18)

Interview Underpinned by a Portfolio of Evidence (IPE)



The IPE consists of at least 15 structured questions which the IE will contextualise to the apprentice's role and environment, using the portfolio of evidence (PoE). The PoE must be submitted at least 2 weeks before the IPE date.

Apprentices must have access to their PoE during the interview.

Apprentices can refer to and illustrate their answers with evidence from their PoE. However, the PoE is not directly assessed.

Time

The IPE will take 90 minutes (+10% if required to finish a question).

Assessment

The apprentice will be assessed against the knowledge, skills and behaviours as specified on pages 17 to 18.

The interview will cover the following themes:

- Continual improvement of operating procedures.
- Identify and resolve issues with bakery equipment and processes.
- Product development, improvement and adaptation.
- Produce refined bakery products.
- Remain customer focused through sales and promotion models
- Test comparison.

Venue

The IPE will take place in a quiet room away from the normal place of work but usually on the employer's premises. It must be free from distraction and influence. The IPE may alternatively take place remotely, subject to FDQ's requirements for remote assessments.

Grading Criteria for the Interview Underpinned by a Portfolio of Evidence (IPE)

The IPE will be graded fail, pass or distinction.

All pass descriptors must be achieved to pass the IPE. If any are not met, a fail grade will be awarded for this assessment method.

All pass descriptors and all distinction descriptors must be met to achieve a distinction for this assessment method.



Grading Criteria & Marks

Theme to be assessed	Grade	Grade descriptors
Continual improvement of operating procedures (K10,S10,B6)	Pass	Describes the principles and importance of continuous improvement and maintaining knowledge of best practice along with own contributions to continual improvement and the development of operating procedures (K10,S10,B6)
	Distinction	Explains the impact of continuous improvement and the effect this has on operating procedures (K10)

Theme to be assessed	Grade	Grade descriptors
Identify and resolve issues with bakery equipment and processes (S15,S16)	Pass	Explains how quality information and data are used to resolve issues with processes, bakery equipment and technology during production.
	Distinction	Evaluates how quality information and data can be used to identify and resolve real time errors with processes, bakery equipment and technology during production, anticipate and prevent similar issues in the future (S15,S16)
Product development, improvement and adaptation (K14,S14)	Pass	Outlines the principles of benchmarking products and how this is used in development, improvement, and adaptation of products (K14,S14)
Produce refined bakery products (K1,K2,K3,K4,K6,S1,S2,S3,S4,S6)	Pass	Outlines the technical methods used in the production of refined cake and biscuit products along with the complex and refined finishing techniques that can be applied (K1,K2,S1,S2,S6)
		Outlines the technical methods used in the production of sweet and savoury pastries along with the complex techniques that can be applied (K3,S3)
		Describes how different fermented and chemically leavened dough products affects decisions about equipment used and complex production methods and techniques (K4,K6,S4)
Customer focus, sales, and promotion (K22,K27,K29,S21,B3)	Pass	Discusses how the correct approach to handling feedback and complaints can improve outcome and support positive change (K22,S21)
	Distinction	Discusses the use of different media and the role it plays alongside seasonality in supporting and influencing sales, promotion and bakery trends (K27,K29,B3)
Test comparison (K13,S13)	Pass	Discusses test baking protocols and processes and the organoleptic testing methods that feed into the measurement of quality in relation to the products and ingredients (K13,S13)
	Distinction	Explains the impact of organoleptic measures in relation to product quality (K13)

Portfolio of evidence



Portfolio of evidence requirements

Apprentices must compile and create a portfolio of evidence demonstrating work carried out during the on-programme period of the apprenticeship. It must contain evidence related to the theme and KSBs that will be assessed by the interview underpinned by the portfolio of evidence. It will typically include 14 discrete pieces of evidence which must be mapped to the themes and KSBs. It is expected that each piece of evidence will provide evidence for multiple KSBs.

In addition, apprentices must include evidence of a range of finished bakery products in the follow categories:

1. Cakes: provide evidence of one finished product from each of the following categories:
 - a. Standard cake
 - b. High ratio cake
 - c. Fruited cake
 - d. Non-fat sponge
2. Biscuits: provide evidence of one finished product from each of the following categories:
 - a. Cookies
 - b. Shortbread
 - c. Syrup-based
3. Pastry: provide evidence of one finished product using one pastry from each of the following categories (two finished products in total), one of which should be savoury and the other sweet:
 - a. Short, sweet, puff or pâte brisée
 - b. Choux, enriched, laminated

4. Bread: provide evidence of one finished product from each of the following categories:
 - a. Standard loaf
 - b. Hand-shaped loaf
 - c. Either soda bread, ciabatta, focaccia or sourdough
 - d. Enriched bread with an inclusion of mixed seeds, fruit or both

Across the products in the portfolio, the following fillings and finishes must be demonstrated:

- Glazings, toppings, icing (feathering), chocolate flavoured coverings, chocolate flavoured fillings, crème fillings, fruit fillings, jame fillings, confectioner's custard (crème pâtissière).

Types of evidence may include:

- Workplace documents e.g. policies and procedures
- Annotated photographs
- Video clips (maximum 10 minutes duration) in which the apprentice must be in full view and identifiable
- Witness statements

This is not a definitive list; other evidence sources may included.

Any employer contributions (e.g witness statements) must focus on direct observation of performance rather than opinions. The portfolio cannot include any reflective accounts or methods of self-assessment.

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 gateway and as least 14 days before IPE takes place. The portfolio is not direct assessed. It informs the questions to be asked and the areas to be discussed during the IPE. The IE will review the portfolio in preparation for the IPE, however they are not required to provide feedback after this review of the portfolio.

Apprentices, employers and training providers are advised to refer to FDQ's Portfolio of Evidence template for further examples of evidence for each theme and group of KSBs.

Portfolio of evidence

4.0 The Final Grade

The apprenticeship grade will be based on the outcomes from all three components. All assessment methods are weighted equally in their contribution to the overall EPA grade.

Performance in the EPA will determine the overall apprenticeship grade of fail, pass, merit or distinction. FDQ will combine the individual assessment method grades to determine the overall EPA grade, according to the following table:

Observation with Questioning	Interview Underpinned by a Portfolio of Evidence	Knowledge Test	Overall Grading
Any grade*	Fail	Any grade*	<u>Fail</u>
Fail	Any grade*	Any grade*	<u>Fail</u>
Any grade*	Any grade*	Fail	<u>Fail</u>
Pass	Pass	Pass**	<u>Pass</u>
Distinction	Pass	Pass**	<u>Merit</u>
Pass	Distinction	Pass**	<u>Merit</u>
Distinction	Distinction	Pass**	<u>Distinction</u>

*Any = fail, pass or distinction. **Pass = highest grade achievable

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

If the apprentice fails one assessment method or more, they can take a re-sit or a re-take at their employer's discretion. The apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does. The apprentice should have a supportive action plan to prepare for a re-sit or a re-take. The employer and the EPAO should agree the timescale for a re-sit or re-take. A re-sit is typically taken within 3 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 4 months of the EPA outcome notification.

Failed assessment methods must be re-sat or re-taken within a 6-month period from the EPA outcome notification, otherwise the entire EPA will need to be re-sat or re-taken in full. Re-sits and re-takes are not offered to an apprentice wishing to move from pass to a higher grade. The apprentice will get a maximum EPA grade of pass for a re-sit or re-take, unless the EPAO determines there are exceptional circumstances.

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 Standard name 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

Extra Information

