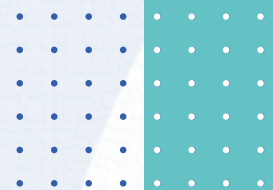


# Butcher (Retail/In-Store) Guide to EPA



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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
11/03/2025	Guide redesigned in the new format.



# 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 butcher.

## 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, used for the interview.

The portfolio of evidence should only contain evidence related to the KSBs that will be assessed by IPE. It will typically contain 18 discrete pieces of evidence. Evidence must be mapped against the KSBs and each piece of evidence may be used to demonstrate more than one KSB. Examples of evidence are:

- Workplace policies and procedures
- Witness statements
- Annotated photographs
- Video clips (maximum duration of 10 minutes)

## 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. We aim to process results within a 21 working day period 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 24 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 in preparation for the EPA day to commence.



	Component	Time allowed	Questions	Graded
1	Knowledge Test	45 minutes are allowed to complete the test.	30 multiple choice questions included	Fail Pass
2	Observation with Questioning	2 hours allowed.	The independent examiner must ask at least 6 questions.	Fail Pass Distinction
3	Interview Underpinned by a Portfolio of Evidence	60 minutes allowed plus 10% if IE agrees this	The independent examiner must ask at least 6 questions. Follow-up questions are allowed where clarification is required.	Fail Pass Distinction

# 3.0 ABOUT THE EPA

## Site visit from EPA Manager



### Workplace / Venue Suitability check

- This will be conducted in person or remotely by an FDQ colleague to introduce the service and meet all parties involved. This includes the employer, and the apprentice, to assess and agree readiness of the apprentice for EPA.
- A review will also be carried out to assess the suitability of the venue for EPA and that minimum requirements are met. The requirement of the assessment plan dictates the observation with questions will be carried out in the apprentice's workplace, but other suitable premises may be used if agreed with FDQ for the knowledge test and professional discussion.
- As the End-point Assessment Organisation (EPAO), FDQ must ensure that the apprentice is not disadvantaged in any way and is assessed in a fair, safe and robust environment. If the venue is not suitable an alternative will be given within a reasonable distance of the apprentice, in one of a network of EPA centres. During the suitability checks the employer and training provider will agree a suitable date and time and agree an outline of the days' events.
- The observation with questioning must take place in the apprentice's normal place of work, equipment and resources needed must be confirmed to be available and be in good and safe working condition.

### 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
Knowledge Test	KT
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	The development of the meat sector and how practices have evolved			●
K2	The principles of butchery and slaughter practices, such as Halal and Kosher			●
K3	The principles of waste minimisation, saleable yield, and predictive costing methods	●		
K4	Meat processing and preparation including the supply chain and traceability functions		●	
K5	The principles of meat species such as butchery by products, primal, joints and muscles	●		
K6	The craft and knife skills used for cutting, boning, and trimming of meat		●	
K7	Methods and approaches for using mechanical equipment for secondary processes such as mincing		●	
K8	Cold storage including the control of temperature, and safe movement of meat in the butchery environment	●		
K9	Stock control and quality assurance	●		

K10	Health and safety, and food safety including personal and workplace hygiene, and as part of the wider food sales or production environment	●		
K11	Methods for weighing meat products	●		
K12	Collaborate with the team or individual to support the working environment			●
K13	Relevant legislation and regulation such as data protection, food safety and allergens and how they impact on their role		●	
K14	Use of IT and digital systems, and software used in their business		●	
K15	The customer profile of the business and customers' purchasing habits			●
K16	The business aims and objectives and how their work contributes to them			●
K17	Methods for communicating with customers, to support and increase sales, and encourage customer loyalty		●	
K18	The business approach to sustainability and its carbon footprint such as approaches to responsible product sourcing, waste reduction and recycling			●
K19	The grading and classification of carcasses, the equipment used, and the impact it has on the products	●		
K20	The impact of their role in the audit and inspection process			●
K21	The need for traceability in the procurement and supply of meat	●		
K22	The enforcement agencies and regulators, relevant to their organisation, that work within the meat industry and the impact on internal policies	●		
K23	The counter sales environment, such as cash administration, retail display, stock replenishment systems including on-line services		●	



K24	Common cuts associated with Retail/Instore meat products for example poultry, game, pork, beef or lamb	<input checked="" type="checkbox"/>		
K25	Methods for product pricing, sealing, packaging, and labelling		<input checked="" type="checkbox"/>	
K26	The factors that influence demand of meat products and seasonal foods			<input checked="" type="checkbox"/>
K27	Heritage and provenance information in store and in retail.			<input checked="" type="checkbox"/>
K32	Common cuts associated with Process Meat products for example; poultry, game, pork, beef or lamb	<input checked="" type="checkbox"/>		
Skills to be assessed				
S1	Comply with regulations and legislation relevant to their role and business		<input checked="" type="checkbox"/>	
S2	Maintains and sharpens knives and cutting equipment		<input checked="" type="checkbox"/>	
S3	Manual handling of carcasses or primal cuts through the manufacturing or butchery process		<input checked="" type="checkbox"/>	
S4	Adhere to the organisational policies and standard operating procedures		<input checked="" type="checkbox"/>	
S5	Maintain the meat product to the given customer specification and food safety compliance and traceability procedures in the meat supply chain		<input checked="" type="checkbox"/>	
S6	Support colleagues in delivering the daily workplace requirements		<input checked="" type="checkbox"/>	
S7	Use technology and applications to support production, sales, and customer service		<input checked="" type="checkbox"/>	
S8	Contribute to continuous improvement activities which focus on improving sustainability within the business			<input checked="" type="checkbox"/>
S9	Communicate with customers and stakeholders to meet their requirements		<input checked="" type="checkbox"/>	
S10	Process and dispose of waste material			<input checked="" type="checkbox"/>
S11	Serve customers in line with brand standards		<input checked="" type="checkbox"/>	

S12	Advise customers on the use by dates, storage, preparation, and cooking of meat products		●	
S13	Prepare, produce, and display meat products such as joints, portions, sausages, burgers, value-added products and offer alternative products when required		●	
S14	Plan and prepare for seasonal supply and demand of meat products in the merchandising and promotion of seasonal foods			●
S15	Provide provenance and heritage product information			●
S16	Set up and close meat counter displays		●	
S17	Balance the customers' needs with additional linked products and services such as marinades, and encourage customer loyalty and repeat business		●	
S18	Produce meat to the specific volume, size, and weight to meet the needs of stakeholders		●	
S24	Use knives and cutting equipment to undertake a range of primary and secondary butchery skills		●	
Behaviours to be assessed				
B1	Operates professionally with integrity and confidentiality		●	
B2	Works collaboratively and shares knowledge with colleagues and stakeholders across the organisation		●	
B3	Has accountability and takes responsibility and ownership of their tasks and workload		●	
B4	Seeks learning opportunities and continuous professional development			●
B5	Works flexibly and adapts to circumstances		●	

## Knowledge Test (KT)

The Knowledge Test may be taken as a paper based or online test, this will be agreed with the employer/training provider at initial meeting. The Knowledge Test is primarily taken online using FDQ's dedicated test system. This method ensures a streamlined and efficient testing process. Paper-based tests are available upon request; however, these will only be granted in exceptional circumstances. Any such request must be discussed and agreed upon with the employer or training provider during the initial meeting.

### Time

45 minutes are allowed to complete the test.

### Question Styles

Number of questions in the test: 30 MCQs

### Grading criteria and marks

The test is graded as fail or pass, the scores for each grade are shown below.

Grade	Marks
Fail	20 marks or less
Pass	Marks between 21 and 30

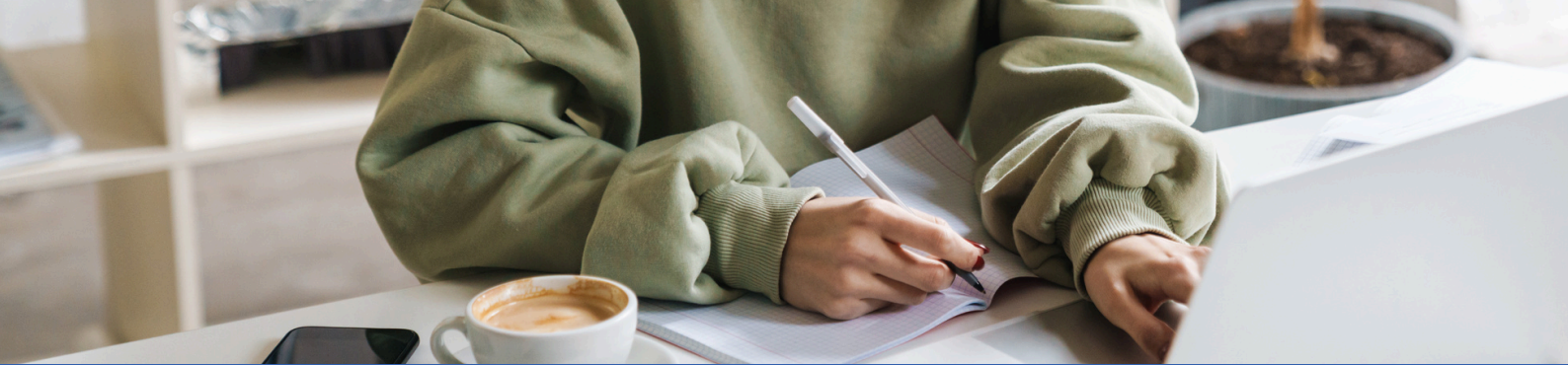


### Sample Questions

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

# KNOWLEDGE TEST (KT)





# KNOWLEDGE TEST ASSESSMENT SPECIFICATION

## L2 Butcher ST0078 KT Assessment Specification

Standard Ref	Learning Outcome
K3	The principles of waste minimisation, saleable yield, and predictive costing methods
K5	The principles of meat species such as butchery by products, primal, joints and muscles
K8	Cold storage including the control of temperature, and safe movement of meat in the butchery environment
K9	Stock control and quality assurance
K10	Health and safety, and food safety including personal and workplace hygiene, and as part of the wider food sales or production environment
K11	Methods for weighing meat products
K19	The grading and classification of carcasses, the equipment used, and the impact it has on the products
K21	The need for traceability in the procurement and supply of meat
K22	The enforcement agencies and regulators, relevant to their organisation, that work within the meat industry and the impact on internal policies
K24	Common cuts associated with Retail/Instore meat products for example poultry, game, pork, beef or lamb
K32	Common cuts associated with Process meat products for example poultry, game, pork, beef or lamb



## Observation with Questioning (OQ)

The Independent Examiner (IE) observes the apprentice in their workplace and asks questions. The apprentice completes their day-to-day duties under normal working conditions. Simulation is not allowed. The observation with questions cannot be split, except for comfort breaks or to allow the apprentice to move from one location to another. Such breaks will not count towards the total observed time.

### Time

The observation must take 2 hours.

### Venue

Equipment and resources needed for the observation must be made available by the employer and they must be in good and safe working condition. Questioning that occurs after the observation should take place in a suitable environment, for example a quiet room, free from distractions and influence.



# Observation with Questioning (OQ)





# Observation with Questioning

## Assessment Specification

The Independent Examiner (IE) should observe the following during the observation:

### Core activities:

- Demonstration of a range of primary and secondary butchery skills (for example boning, portioning, trimming, seaming, rolling)
- Knife and cutting equipment maintenance and use
- Product handling
- Maximising yield
- Health and safety practices
- Food safety

### Retail and In-store butcher activities to observe:

- Interacting with customers
- Setting up displays
- Prepare, produce, and display meat products such as joints, portions, sausages and burgers

For this option, individuals and Independent Examiners can use the type of meat that is available on the day. The Independent Examiner must ask questions. Questioning can occur both during and after the observation.

The Independent Examiner must ask questions. Questioning can occur both during and after the observation.

### The purpose of the questions is:

- to seek clarification where required
- to assess the level of competence against the grading descriptors

The time for questioning is included in the overall assessment time. The Independent Examiner must ask at least 6 questions. To remain as unobtrusive as possible, the independent assessor should ask questions during natural stops between tasks and after completion of work rather than disrupting the apprentice's flow. The Independent Examiner must create their own questions in line with the EPAO's training. Follow-up questions are allowed where clarification is required.

The Independent Examiner must ask questions about KSBs that were not observed to gather assessment evidence. These questions are in addition to the above set number of questions for the observation with questions and should be kept to a minimum.

The apprentice may choose to end the assessment method early. The apprentice must be confident they have demonstrated competence against the assessment requirements for the assessment method. The independent assessor or EPAO must ensure the apprentice is fully aware of all assessment requirements. The independent assessor or EPAO cannot suggest or choose to end the assessment methods early, unless in an emergency. The EPAO is responsible for ensuring the apprentice understands the implications of ending an assessment early if they choose to do so. The Independent Examiner may suggest the assessment continues. The independent assessor must document the apprentice's request to end the assessment early.



# Observation with Questioning

## Grading

## Criteria & Marks

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

### Grading criteria for the Observation with questioning

#### Pass Criteria

(Apprentices must demonstrate all of the pass descriptors for the core and their option)

#### Distinction Criteria

(Apprentices must demonstrate all of the pass descriptors and all of the distinction descriptors for the core and their option)

#### Knowledge

- The craft and knife skills used for cutting, boning, and trimming of meat.
- Maintains and sharpens knives and cutting equipment.
- Adhere to the organisational policies and standard operating procedures.
- Uses knives and cutting equipment to undertake a range of primary and secondary butchery skills.

#### Ref

**K6 S2 S4 S24**

#### (Core) Butchery principles and practices

Demonstrates how they maintain cutting equipment to undertake a range of butchery skills which adhere to policies and operating procedures and explains the craft and knife skills used for cutting, boning, and trimming. (K6, S2, S4)

Details craft and knife skills required in butchery and justifies and demonstrates which ones are used for each part of the meat preparation. (K6, S24)

#### Knowledge

- Meat processing and preparation including the supply chain and traceability functions.
- Methods and approaches for using mechanical equipment for secondary processes such as mincing.
- Manual handling of carcasses and primal cuts through the manufacturing or butchery process.
- Maintain the meat product to the given customer specification and food safety compliance and traceability procedures in the meat supply chain.

#### Ref

**K4 K7 S3 S5**



<b>(Core) Meat processing and preparation</b>	<p>Describes the use of mechanical equipment used for meat processing and preparation, and secondary processes, including supply chain and traceability functions. (K4, K7)</p> <p>Demonstrates the handling of carcasses or primals which maintain the meat product to customer specification and food safety compliance throughout the manufacturing or butchery process. (S3, S5)</p>	Explains what happens if the product does not meet customer specification and food safety compliance (S5)
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<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Relevant legislation and regulation such as data protection, food safety and allergens and how they impact on their role.</li> <li>Comply with regulations and legislation relevant to their role and business.</li> </ul>
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<b>Ref</b>	<b>K13 S1</b>
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<b>(Core) Regulations and legislation</b>	Explains the regulatory and legislative requirements which impact on their role and shows how they comply with them. (K13, S1)	None
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<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Methods for communicating with customers, to support and increase sales, and encourage customer loyalty.</li> <li>Communicate with customers and stakeholders to meet their requirements.</li> <li>Operates professionally with integrity and confidentiality.</li> <li>Works flexibly and adapts to circumstances.</li> </ul>
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<b>Ref</b>	<b>K17 S9 B1 B5</b>
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<b>(Core) Customer service and stakeholders</b>	Describes the methods they use to communicate and operate professionally with customers and demonstrates how they use them to meet customer and stakeholder requirements adapting to circumstances as required. (K17, S9, B1, B5)	None
---	---	------

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Use of IT and digital systems, and software used in their business.</li> <li>Use technology and applications to support production, sales, and customer service.</li> </ul>
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<b>Ref</b>	<b>K14 S7</b>
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<b>(Core) Organisation and business</b>	Describes the IT digital systems and software used in their business and shows how they use them to support production, sales, and customer service. (K14, S7)	None
---	--	------

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Support colleagues in delivering the daily workplace requirements.</li> <li>Works collaboratively and shares knowledge with colleagues and stakeholders across the organisation.</li> <li>Has accountability and takes responsibility and ownership of their tasks and workload.</li> </ul>
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<b>Ref</b>	<b>S6 B2 B3</b>
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<b>(Core) Working with a team</b>	Works collaboratively with and supports colleagues to deliver the daily workplace requirements whilst taking ownership of their tasks and workload. (S6, B2, B3)	None
---------------------------------------	--	------

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>The counter sales environment, such as cash administration, retail display, stock replenishment systems including on-line services</li> <li>Methods for product pricing, sealing, packaging, and labelling</li> <li>Serve customers in line with brand standards</li> <li>Advise customers on the use by dates, storage, preparation, and cooking of meat products</li> <li>Prepare, produce, and display meat products such as joints, portions, sausages, burgers, value-added products and offer alternative products when required</li> <li>Set up and close meat counter displays. Describe the counter sales environment and demonstrates how to set up and close meat counter.</li> <li>Balance the customers' needs with additional linked products and services such as marinades, and encourage customer loyalty and repeat business</li> <li>Produce meat to the specific volume, size, and weight to meet the needs of stakeholders</li> </ul>
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<b>Ref</b>	<b>K23 K25 S11 S12 S13 S16 S17 S18</b>
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**(Retail and in-store Butcher)  
Customer service  
and stakeholders**

Describes the counter sales environment and demonstrates how to set up and close meat counter displays and the preparation, production and display of meat products and value-added products to stakeholders' specifications. (K23, S13, S16, S18)

Describes the methods used for product pricing, sealing, packaging, and labelling, and demonstrates how they balance customer needs with additional linked products and services, encouraging customer loyalty and repeat business. (K25, S17)

Serves customers in line with brand standards and advises on use by dates, storage, preparation, and cooking of meat products. (S11, S12, S23)

Justifies alternative products offered to the customer and how this will continue to ensure customer loyalty and repeat business. (S13, S17)

**Grade**

**Marks**

**Fail**

**Fail to demonstrate all pass criteria**

**Pass**

**All of the pass descriptors**

**Distinction**

**All of the pass descriptors and all of the distinction descriptors**

## Interview Underpinned by a Portfolio of Evidence (IPE)

The Independent Examiner (IE) must ask questions using the EPAO's questions bank or create their own in line with the EPAOs training. Follow-up questions are allowed where clarification is required. The EPAO must give an apprentice 2 weeks' notice of the interview and the independent assessor must have at least 2 weeks to review the supporting documentation. The apprentice must have access to their portfolio of evidence during the interview and can refer to and illustrate their answers with evidence from their portfolio of evidence. The apprentice may choose to end the assessment method early if they are confident they have demonstrated competence against the assessment requirements for the assessment method.

### Time

60 minutes are allowed, the IE can increase the time of the interview by up to 10%.

### Venue

The interview must take place in a suitable venue selected by the EPAO for example, the EPAO's or employer's premises. The interview can be conducted by video conferencing. The EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided. The interview should take place in a quiet room, free from distractions and influence.

### Assessment Specification

**The purpose of the independent assessor's questions will be to assess the apprentice's competence against the following themes:**

Butchery principles and practices

Storage and stock control

Regulation and legislation

Customer service and stakeholders

Organisation and business

Working with a team



# Interview Underpinned by a Portfolio of Evidence (IPE)





# Grading criteria & Marks

The IPE is graded fail, pass or distinction.

## Grading criteria for the Interview Underpinned by a Portfolio of Evidence

### Pass Criteria

(Apprentices must demonstrate all of the pass descriptors for the core and their option)

### Distinction Criteria

(Apprentices must demonstrate all of the pass descriptors and all of the distinction descriptors for the core and their option)

- The development of the meat sector and how practices have evolved.
- The principles of butchery and slaughter practices, such as Halal and Kosher.

Ref

K1 K2

(Core)  
Butchery  
principles and  
practices

Outlines the development of the meat sector and how practices have evolved. (K1)  
Describes the principles of butchery and slaughter practices including practices such as Halal and Kosher. (K2)

None

Knowledge

- The business approach to sustainability and its carbon footprint such as approaches to responsible product sourcing, waste reduction and recycling.
- Process and dispose of waste material.

Ref

K18 S10

(Core) Storage  
and stock control

Describes the business's approach to sustainability and how this is applied to the processing and disposal of waste material. (K18, S10)

None

Knowledge

- The impact of their role in the audit and inspection process.

Ref

K20

(Core)  
Regulations and  
legislation

Describes the impact of their role in the audit and inspection process. (K20)

Details the impact of their role in the audit and inspection process and the impact on the business if they failed an element of the process. (K20)

Knowledge

- The customer profile of the business and customers' purchasing habits.

Ref

K15



<b>(Core) Customer service and stakeholders</b>	Describes the customer profile of the business and their purchasing habits. (K15)	None
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>The business aims and objectives and how their work contributes to them.</li> <li>Contribute to continuous improvement activities which focus on improving sustainability within the business.</li> </ul>	
<b>Ref</b>	<b>K16 S8</b>	
<b>(Core) Organisation and business</b>	Explains the business aims and objectives and how their work contributes to them and continuous improvement activities which focus on improving sustainability. (K16, S8)	None
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Collaborate with the team or individual to support the working environment.</li> <li>Seeks learning opportunities and continuous professional development</li> </ul>	
<b>Ref</b>	<b>K12 B4</b>	
<b>(Core) Working with a team</b>	Explains how they collaborate with others to seek learning opportunities and continuous professional development which supports the working environment. (K12, B4)	None
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>The factors that influence demand of meat products and seasonal foods Maximise the saleable yield of the business relating to carcasses and primals.</li> <li>Heritage and provenance information in store and in retail.</li> <li>Plan and prepare for seasonal supply and demand of meat products in the merchandising and promotion of seasonal foods.</li> <li>Provide provenance and heritage product information</li> </ul>	
<b>Ref</b>	<b>K26 K27 S14 S15</b>	
<b>(Retail and in-store) Customer service and stakeholders</b>	<p>Describes the factors that influence demand of meat products and seasonal foods and how they plan and prepare in the merchandising and promotion of them.(K26, S14)</p> <p>Explains the heritage and provenance information in retail and how they provide this to the customer. (K27, S15)</p>	<p>Outlines the factors that influence demand of seasonal foods and justifies which products they merchandise and promote. (K26, S14)</p> <p>Explains the importance of heritage and provenance information in retail and why they provide this information to the customer. (K27, S15)</p>

Grade	Marks
<b>Fail</b>	<b>Fail to demonstrate all pass criteria</b>
<b>Pass</b>	<b>All of the pass descriptors</b>
<b>Distinction</b>	<b>All of the pass descriptors and all of the distinction descriptors</b>

# 4.0 The Final Grade

## Final grade information

Observation with Questioning	Interview Underpinned by a Portfolio of Evidence	Knowledge Test	Overall Grading
Any grade	Any grade	Fail	Fail
Any grade	Fail	Any grade	Fail
Fail	Any grade	Any grade	Fail
Pass	Pass	Pass	Pass
Distinction	Pass	Pass	Pass
Pass	Distinction	Pass	Pass
Distinction	Distinction	Pass	Distinction

# Extra Information



Please read below for any extra information regarding the EPA or the process after the EPA has taken place.

## Certification

On successful completion of the EPA the newly qualified apprentice will receive their grade from FDQ in a statement of results document. The Education and Skills Funding Agency (ESFA) manage the operational delivery of certificates for apprenticeships. The ESFA issue the final certificate to the employer.

## Advice, support and guidance contacts

- FDQ EPA Manager for issues concerning EPA registration, arrangement of EPAs, results and certification. Please email [epa@fdq.org.uk](mailto:epa@fdq.org.uk).

## Unsuccessful apprentices

If an apprentice does not pass the EPA, the employer and apprentice have the following options.

### Either:

- Apply to resit/re-take the EPA tests or
- Make an appeal to FDQ if you disagree with the result, see [www.FDQ.org](http://www.FDQ.org) website for FDQ's appeals policy.



## Resits/Retakes

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. A re-sit is typically taken within 2 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.

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Extra Information

