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RECOGNISED FISHMONGER CANDIDATE GUIDE

MASTER
FISHMONGER
STANDARD 



This booklet contains all the information you will need to apply as an MFS Recognised Fishmonger on the Master Fishmonger Standard. It is designed to support the knowledge and experience of candidates, trainers and assessors whilst at the same time avoiding prescribed techniques.

Developed by the Worshipful Company of Fishmongers (The Fishmongers' Company), the Master Fishmonger Standard strives to foster excellence within the fishmonger trade by encouraging and enabling a high standard of skill, and the growth of knowledge about seafood, fishing, aquaculture and the seafood industry.

Participation Statement

The Master Fishmonger Standard (MFS) recognises that there are a considerable variety of fishmonger-related qualifications, provided by a range of independent companies and training organisations. The MFS aims to integrate these courses under one umbrella framework, providing a system of nationally recognised grades which reflect both the knowledge and qualifications of a fishmonger. As a truly independent organisation, the Company will govern the Standard, with training and assessment provided by Company-approved regional delivery centres and assessors.

Acknowledgements

Many people have contributed to the preparation of this handbook by attending MFS working party meetings and by making detailed and constructive comments on the draft. Grateful thanks are due to all members of the MFS Steering Group for their help in the production of this publication.

WELCOME

Passionate about fish and the environment whilst upholding the heritage and craftsmanship of the fishmonger trade, the Master Fishmonger Standard celebrates professional excellence by certifying fishmongers with extensive professional skills and knowledge.

To be a certified MFS fishmonger shows a true commitment to the trade and to the future of our oceans.

SCOPE OF THE STANDARD

Recognising achievement across all levels and different disciplines, the Master Fishmonger Standard is composed of four tiers:

MFS Recognised Fishmonger

An individual relatively new to the trade, but who demonstrates exceptional drive and tenacity.

MFS Advanced Fishmonger

An experienced and dexterous individual with a passion for the trade.

MFS Master Fishmonger

An innovative, knowledgeable and high-skilled fishmonger, with a wealth of experience in the industry.

MFS Companion

An esteemed fishmonger who has demonstrated outstanding lifetime achievements in the fish trade.



WHAT IS AN MFS RECOGNISED FISHMONGER?

This booklet has been developed for individuals seeking to gain recognition as an MFS Recognised Fishmonger.

As an MFS Recognised Fishmonger, you have a significant role to play in the food chain, both as a procurer and provider of food. You are driven, have clear career aspirations, and take the time to invest in your learning. You understand the processes involved in selecting, purchasing, handling and storing seafood and can prepare a range of seafood products.

MFS Recognised Fishmongers are knowledgeable about a range of commercial species and are conversant with customers about the health benefits and different methods of preparation available. You understand issues relating to sustainability, and are aware of your responsibility to improve public opinion and confidence about seafood consumption. With your deep understanding of food hygiene and health and safety procedures, you take responsibility for your work, ensuring that the food you sell is safe to eat.

HOW TO USE THIS GUIDE

Having taken your first steps towards attainment of the MFS Recognised Fishmonger accolade, this guide will walk you through the processes involved in obtaining recognition. You will need to read this guide carefully and work through each process meticulously.

The guide sets out clearly:

- The application and assessment process
- Guidance notes on how to apply for the MFS Recognised Fishmonger accolade
- Criteria that list the skills, experience and behaviour of an MFS Recognised Fishmonger



AN OVERVIEW OF THE APPLICATION PROCESS

1 Registration

Take the quick quiz to find out which MFS tier applies to you and register online at www.masterfishmonger.co.uk.

2 Download and read this Candidate Guide

Familiarise yourself with the details of the application process and the Criteria for the MFS Recognised Fishmonger tier.

3 Self-Assessment Form and Supporting Evidence

Complete the Self-Assessment Form, upload any qualification certificates and pay the registration fee.

4 MFS Assessment – Knowledge Test and Practical Observation

Following a review of your application, we may invite you to take the MFS Assessment, consisting of a Knowledge Test and Practical Observation. The MFS Assessment will test your practical skills, knowledge and behaviour as a fishmonger. You will need to achieve a pass rate in both the Knowledge Test and the Practical Observation to receive the MFS Recognised Fishmonger accolade.

Candidates with extensive training and experience may be awarded the accolade through merit.

5 After Your Assessment

Based on the evidence provided, we will make a recommendation about your application.

COMPLAINTS AND APPEALS PROCEDURE

The Standard is subject to continuous monitoring, culminating in a formal review once every year. Candidates with feedback on their courses are encouraged to submit written comments to the Master Fishmonger Standard.

If, for any reason, you find it necessary to complain about any aspect of your MFS assessment, you should contact the Standard direct, explaining your concerns.

PRE-REQUISITE STANDARDS

As part of the registration process, you will need to declare that you meet the pre-requisite standards of the MFS Recognised Fishmonger Criteria, which are as follows:

- 1 Actively employed as a fishmonger
- 2 At least 2 years' industry experience

References will need to be provided and should specify the length of time you have worked at the establishment. Referees will need to be in a position of authority and should endorse your suitability as a potential candidate for the Standard.

MFS RECOGNISED FISHMONGER CRITERIA

You will need to demonstrate how you fulfil the Criteria of an MFS Recognised Fishmonger, composed of nine categories. Each Criteria is a statement of what you must prove to justify receipt of the Standard.

You can demonstrate to your Assessor that you have the skills, knowledge and experience to pass each Criteria statement by providing an appropriate qualification certificate. If you cannot produce a valid qualification certificate for each Criteria statement, then you will need to take the MFS Assessment.

Food Safety and Hygiene

- 1 You can work safely and hygienically.

Supporting Evidence Options:

- 1a Food Safety qualification, Level 2 (or equivalent)

- ☐ Qualification
- ☒ Take the MFS Assessment

HACCP

- 2 You understand the meaning and use of HACCP.

Supporting Evidence Options:

- 2a HACCP qualification,
Level 1 (or equivalent)

☐ Qualification

- 2b MFS Assessment

☒ Take the MFS Assessment

Health and Safety

- 3 You can identify and control health and safety issues in the workplace.

Supporting Evidence Options:

- 3a Health and Safety qualification,
Level 2 (or equivalent)

- 3b MFS Assessment

☐ Qualification

☐ Take the MFS Assessment

Fisheries and Aquaculture

- 4 You are knowledgeable about aquaculture and harvesting methods including quotas, wild fish stocks, sustainability initiatives and accreditations.

Supporting evidence options:

- 4a a qualification covering fisheries and aquaculture, Level 2 (or equivalent)

- 4b MFS Assessment

☐ Qualification

☐ Take the MFS Assessment

Fish and Shellfish Products

- 5 You can identify and talk about a range of commercial species (i.e. taste, texture, colour, nutritional content, health benefits, preparation and recipe suggestions).

Supporting evidence options:

- 5a a qualification covering Seafood Product Knowledge, Nutrition and / or Professional Cooking, Level 2 (or equivalent)

- 5b MFS Assessment

☐ Qualification

☐ Take the MFS Assessment

Preparation and Knife Skills

- 6 You can prepare a range of fish and shellfish products for retail sale.

Supporting evidence options:

- 6a a qualification covering the preparation of fish and shellfish, Level 2 (or equivalent)

- 6b MFS Assessment

☐ Qualification

☐ Take the MFS Assessment

Fish and Shellfish Quality Assessment

- 7 You know the causes of fish and shellfish spoilage and understand how to assess quality in a range of seafood species using standard and TORRY quality assessment methods.

Supporting evidence options:

- 7a a qualification in Fish and Shellfish Quality Assessment, Level 2 (or equivalent)
- 7b MFS Assessment
- ☐ Qualification
 - ☐ Take the MFS Assessment

Retail and Customer Service

- 8 You can sell and promote fish and shellfish to customers, and can set up, maintain and close a seafood display for retail sale.

Supporting evidence options:

- 8a a qualification in Retail and / or Customer Service, Level 2 (or equivalent)
- 8b MFS Assessment
- ☐ Qualification
 - ☐ Take the MFS Assessment

Handling and Processing

- 9 You know how to monitor, process, store and distribute live, chilled and frozen seafood, and can use tools and equipment safely.

Supporting evidence options:

- 9a a qualification covering the handling and processing of seafood in a food operation, Level 2 (or equivalent)
- 9b MFS Assessment
- ☐ Qualification
 - ☐ Take the MFS Assessment

HOW TO COMPLETE THE SELF-ASSESSMENT FORM

Candidates will need to demonstrate how they fulfil the Criteria of an MFS Recognised Fishmonger, composed of nine categories. Each Criteria is a statement of what you must prove to justify receipt of the Standard.

For each Criteria:

- 1 Read the Criteria and Supporting Evidence Options
 - 2 Select the relevant box from one of the following options:
- ☐ Qualification
 - ☐ Take the MFS Assessment

Qualification

The Standard's Criteria can be met through the submission of a professional course certificate. If this applies to you, mark the 'Qualification' box, then upload or submit a copy of your certificate.

MFS Assessment

If you have not completed an appropriate qualification, you will need to take and pass the MFS Assessment.

- 3 Gather any evidence, then submit your form and registration fee.

EXAMPLE QUESTION AND ANSWER

Question:

Fisheries and Aquaculture

- 1 You are knowledgeable about aquaculture and harvesting methods including quotas, wild fish stocks, sustainability initiatives and accreditations.

Supporting evidence options:

- 1a a qualification covering fisheries and aquaculture, Level 2 (or equivalent)
 - 1b MFS Assessment
- ☐ Qualification
 - ☐ Take the MFS Assessment

Answer:

Fishmonger X has worked in the industry for 3 years, but does not have a valid certificate in fisheries and aquaculture at a QCF level 2, or equivalent. This fishmonger would therefore have to take and pass the MFS Assessment.

Important Note: Fishmonger X must demonstrate that they fulfil all nine Criteria points with a valid qualification certificate if they are to be exempt from taking the MFS Assessment.



REVIEW OF YOUR APPLICATION

Once you have submitted your application and evidence, it will be assessed by an Independent Assessor, who will decide if you meet the Criteria for an MFS Recognised Fishmonger and if you need to take the MFS Assessment.

Candidates with extensive training and experience may be awarded the accolade through merit.

MFS ASSESSMENT

We may invite you to take the MFS Assessment, comprised of a Knowledge Test and Practical Observation, to demonstrate compliance with the tier's requirements. If this is required, we can arrange for the assessment to be taken at your place of work or at your nearest MFS-approved training facility. Scheduled MFS Assessments will also be posted on the MFS website.

You must pass both the Knowledge Test and the Practical Observation to achieve the MFS Recognised Fishmonger accolade. As a trained fishmonger, passing the assessment is within your reach, however you must still take the time to revise and practice your skills. For further information about the support we can offer see the section, MFS Course and Training Resources.

Important note: The MFS Assessment and the MFS Course incur additional fees. These fees will need to be paid to the approved MFS Assessor and / or training facility prior to taking the exam / course.

THE KNOWLEDGE TEST

The Knowledge Test will cover all nine categories listed in the MFS Recognised Fishmonger Criteria. Each Knowledge Test features 50 multiple choice questions, comprising 1 mark each. You will be given 70 minutes to complete the test. You will need to achieve a grade of at least 60 % (i.e. 30 marks out of the 50 available) to pass.

If you have any concerns about the test, you should make these known to your Assessor before your assessment day.

Remember to follow these top tips during your exam:

- Read all the questions and optional answers thoroughly before selecting your final decision
- Cross out answer choices you are sure are incorrect
- Circle important words in the question
- If you are unsure of a question, leave it, carry on and come back to it at the end
- Never leave a question unanswered

THE PRACTICAL OBSERVATION

The Practical Observation will cover a broad range of skills based on fulfilment of the MFS Recognised Fishmonger Criteria.

Whilst your Assessor will take into consideration your place of work and respective duties, you must be able to demonstrate that you are an accomplished fishmonger and have a working knowledge and understanding of all the following:

- food safety and HACCP elements
- fish filleting techniques for flat and round species
- shellfish preparation
- yield control and portion cutting to basic specification
- seafood quality assessment

You will also have to demonstrate a working knowledge of one of the following:

- customer service
- retail display (set up, maintain and close-down), and
- handling and processing seafood

The assessment should last no more than 3 hours and can be conducted at your place of work or at an approved training facility. You will need to achieve a grade of at least 60 % to pass the practical assessment.



MFS COURSE AND TRAINING RESOURCES

Your success at the MFS Assessment will largely depend on your experience and level of preparation, we therefore strongly advise all candidates to make use of the online resources and approved fishmonger courses prior to taking the MFS Assessment.

MFS Course

This course has been specially developed for candidates wishing to pursue either the MFS Recognised or MFS Advanced tiers. Candidates will need to complete a series of MFS workbooks and attend a three-day course at the Seafood School at Billingsgate in London.

The MFS course will cover:

- Seafood Quality Assessment
- Fish and Shellfish Product Identification
- Fisheries and Aquaculture
- Hand and Knife Preparation Skills
- Retail Display Skills
- Handling and Processing

On the third day of the course, you will take the MFS Assessment at the School's training facility. You will need to fulfil the prerequisite standards of the MFS tier to take the test.

Independent Study

The Seafood Training Academy is a collaboration between seafood training networks, training organisations, providers and individual trainers. They offer a variety of learning resources and workbooks, which are free to download, as well as specialist fishmonger training programmes.

Approved Training Providers

Across the UK, there are many fishmonger courses and qualifications which have been approved by Seafish and the MFS as meeting a high standard of training with respect to materials, trainers, resources and experience. For further information about these providers, please see the MFS website.

AFTER YOUR ASSESSMENT

After you have taken your MFS assessment, you will be issued with a summary report detailing your grade. If the Assessor feels that you have some way to go to meet the requirements, then they will provide you with direct support and advice on actions that need further improvement. Please take note of these concerns and reservations, and ask for clarification if you are unclear about what is required of you.

Once you have met the Criteria requirements, you will be awarded with the MFS Recognised Fishmonger award. You will receive a certificate, an MFS Recognised Fishmonger embroidered badge, and a unique MFS member number.

COMPLAINTS AND APPEALS PROCEDURE

The Standard is subject to continuous monitoring, culminating in a formal review once every year. Candidates with feedback on their courses are encouraged to submit written comments to the Master Fishmonger Standard.

If, for any reason, you find it necessary to complain about any aspect of your MFS assessment, you should contact the Standard direct, explaining your concerns.





The MFS is supported by:

www.masterfishmonger.co.uk

SEAFISH



The Seafood School
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Billingsgate

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