



CRAFT FISHMONGER CANDIDATE GUIDE



MASTER
FISHMONGER
STANDARD 



This booklet contains all the information you will need to apply as an MFS Craft 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 five tiers.

MFS Recognised Fishmonger

A well-rounded and skilled fishmonger or blocksman, who demonstrates exceptional drive and tenacity.

MFS Craft Fishmonger

A highly skilled craftsman who takes pride in their filleting and shellfish preparation.

MFS Advanced Fishmonger

An experienced and dexterous individual with a passion for customer service and 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 CRAFT FISHMONGER?

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

MFS Craft Fishmongers demonstrate exceptional craft skills. They are able to fillet a wide variety of fish efficiently and with minimal loss of yield. Craft Fishmongers demand only the best quality products and can grade fish and shellfish quickly and with great ease.

Maintaining strict food hygiene standards and HACCP control is extremely important to an MFS Craft Fishmonger, which is why they take pride in their appearance and care after their Personal Protective Equipment and tools.

MFS Craft Fishmongers are keen to teach others their skills and take a wider interest in the entire seafood supply chain.

HOW TO USE THIS GUIDE

Having taken your first steps towards attainment of the MFS Craft Fishmonger accolade, this guide will walk you through the processes involved in obtaining recognition. You will need to read it 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 Craft Fishmonger accolade
- Criteria that list the skills, experience and behaviour of an MFS Craft 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 Craft Fishmonger tier.

3 Self-Assessment Form and

Supporting Evidence

Complete the Self-Assessment Form, upload any qualification certificates / supporting evidence, 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 Craft 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.

PRE-REQUISITE STANDARDS

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

- 1 **Actively employed as a fishmonger or as a fish blocksman**
- 2 **At least 4 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 CRAFT FISHMONGER CRITERIA

To help you understand what is required of MFS Craft Fishmongers, there are eight Criteria statements of which you must meet.

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 and/or supporting evidence. If you cannot produce a valid qualification certificate for each Criteria statement, then you will need to take the MFS Assessment

HOW TO COMPLETE THE SELF-ASSESSMENT FORM

To be an MFS Craft Fishmonger you will need to fulfil the Criteria, composed of eight categories.

For each Criteria:

- 1 Read the Criteria and Supporting Evidence Options, think about your own experiences and if you meet the requirement.
- 2 Select the relevant box from one of the following options:
 - Qualification
 - Supporting Evidence
 - Take the MFS Assessment

If the box has a cross then you cannot use this method to demonstrate compliance with the Criteria.

Qualification
Some of 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.

Supporting Evidence
In some cases, you may be able to demonstrate that you meet the Criteria by submitting Supporting Evidence. Your Assessor will need to be confident that your evidence is sufficient to pass the Criteria.

MFS Assessment
If you cannot demonstrate that you fulfil the Criteria by way of a Qualification or Supporting Evidence, then you will need to demonstrate that you meet the Criteria by completing the MFS Assessment.

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

EXAMPLE QUESTIONS AND ANSWERS

Question :

Food Hygiene

1 You can implement food hygiene procedures.

Supporting evidence options:

1a Food Hygiene qualification, Level 2 (or equivalent)

- Qualification
 - Supporting Evidence
 - Take the MFS Assessment
-

Answer:

As the Supporting Evidence and Take the MFS Assessment boxes are crossed out, Fishmonger X has to submit a Food Hygiene, Level 2 certificate.

Question :

Preparation and Knife Skills

4 You have extensive experience in preparing and presenting a wide range of fish and shellfish products and know how to do specialist fishmonger techniques (such as pocketing, advanced filleting, curing and brining). You work well under time constraints and produce fillets that are prepared to an excellent standard and with minimal loss of yield.

Supporting evidence options:

4a placed top four in the British Fish Craft Championships

4b MFS Assessment

- Qualification
 - Supporting Evidence
 - Take the MFS Assessment
-

Answer:

As the Qualification box is crossed out, Fishmonger X has to submit a certificate demonstrating that they placed top four in the British Fish Craft Championships or they need to take the MFS Assessment.



Food Hygiene

1 You can implement food safety procedures.

Supporting evidence options:

1a Food Hygiene

qualification, Level 2 (or equivalent)

- Qualification
- Supporting Evidence
- Take the MFS Assessment

HACCP

2 You understand the purpose and features of HACCP and can apply it in the workplace.

Supporting evidence options:

2a HACCP qualification, Level 1 (or equivalent)

2b MFS Assessment

- Qualification
- Supporting Evidence
- Take the MFS Assessment

Health and Safety

3 You can develop and implement health and safety policies and procedures, and can carry out risk assessments in the workplace.

Supporting evidence options:

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

3b MFS Assessment

- Qualification
- Supporting Evidence
- Take the MFS Assessment

Preparation and Knife Skills

4 You have extensive experience in preparing and presenting a wide range of fish and shellfish products and know how to do specialist fishmonger techniques (such as pocketing, advanced filleting, curing and brining). You work well under time constraints and produce fillets that are prepared to an excellent standard and with minimal loss of yield.

Supporting evidence options:

4a placed top four in the British Fish Craft Championships

4b MFS Assessment

- Qualification
- Supporting Evidence
- Take the MFS Assessment

Fish and Shellfish

Quality Assessment

5 You understand the impacts associated with handling, processing and post-processing on seafood quality, and can assess quality and spoilage in a range of species.

Supporting evidence options:

5a a qualification in Seafood Quality Assessment, Level 2 (or equivalent)

5b MFS Assessment

- Qualification
- Supporting Evidence
- Take the MFS Assessment

Fish and Shellfish Products

6 You can identify a range of commercial and underutilised species and understand the factors which contribute to seafood product availability, condition, quality and price.

Supporting evidence options:

6a a qualification covering principles of seafood selection and / or purchasing, seafood product knowledge, nutrition and / or professional cooking with a focus on seafood, Level 2 (or equivalent)

6b MFS Assessment

- Qualification
- Supporting Evidence
- Take the MFS Assessment

Handling and Processing

7 You understand how to control, monitor and process the supply of seafood.

Supporting evidence options:

7a a qualification in handling and/ or processing seafood, Level 2 (or equivalent)

7b MFS Assessment

- Qualification
- Supporting Evidence
- Take the MFS Assessment

Training

8 You take pride in your job and help to train your colleagues with regards to food hygiene, quality assessment, filleting and preparation and handling of seafood.

Supporting evidence options:

8a a qualification covering food safety management, management of people management or supervising of food operations, Level 2 (or equivalent)

8b MFS Assessment

- Qualification
- Supporting Evidence
- Take 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 Craft Fishmonger and if you need to take the MFS Assessment.

THE MFS ASSESSMENT

If you fulfil the prerequisite standards of the tier, then we will invite you to take the MFS Assessment, comprised of a Knowledge Test and Practical Observation.

We can arrange for the assessment to be taken online, 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 Craft Fishmonger accolade. Candidates may be exempt from the practical component of the MFS Assessment if they have demonstrated exceptional skill at an approved filleting competition.

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 aspects of the MFS Craft Fishmonger Criteria.

The Knowledge Test can be arranged online or at an approved training facility.

Each Knowledge Test features 60 multiple choice questions, comprising 1 mark each. You will be given 60 minutes to complete the test. You will need to achieve a grade of at least 60 % (i.e. 56 marks out of the 80 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 answers before selecting one
- 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 Craft Fishmonger Criteria.

As the Craft Fishmonger is for fishmongers with exceptional craftsmanship skills, you must be able to demonstrate that you are an efficient and accomplished at preparing a range of seafood products using a variety of techniques. You must be able to demonstrate skill in the following:

- strict food safety and HACCP elements
- advanced fish filleting styles and techniques for a wide range of flat and round species
- shellfish preparation for a wide range of species
- consistent yield accuracy and attainment at speed
- portion cutting to exact customer specification
- seafood quality assessment

The assessment should last no more than 2 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 70% to pass the practical assessment.

THE PRACTICAL OBSERVATION: TASKS

The Practical Observation will assess:

Food Safety and Hygiene, and Health & Safety

- Work station organisation and maintenance
- Health & Safety Awareness
- PPE, SOP Compliant

Plus:

1. All the following tasks:

- Tools and equipment
 1. sharpen a blunt knife
 2. For each piece of tool you use, say its name and function.

Fish and Shellfish Preparation and Knife Skills

2. One of the following tasks:

- Scale, gut and gill task on a small or large round fish species (*2 minute time limit*)
- Clean a large fish through the gills (*3 minute time limit*)

3. One of the following tasks:

- Debone a small fish (*1 minute time limit*)
- Pin bone removal (*1 minute time limit*)

4. Two of the following tasks:

- Block fillet (*3 minute time limit*)

Species to be used:

- mackerel
- whiting

- Scale, trim and fillet a hake or bass (*4 minute time limit*)
- Fillet a John Dory (*5 minute time limit*)
- Canoe and pin bone a salmon, trout or bass (*3 minute time limit*)
- Heart shaped fillet on a red mullet (*3 minute time limit*)
- Fillet, skin and pin a salmon or trout to a sea-trimmed spec (*4 minute time limit*)
- Butterfly fillet on sardines (remove scales, front and back) (*2 minute time limit*)

5. Two of the following tasks:

- Pocket a small, flat fish (*4 minute time limit*)

Species to be used:

- flounder
- plaice
- lemon sole

- Cross cut a small flat fish (*4 minute time limit*)

Species to be used:

- flounder
- plaice
- lemon sole
- small turbot

- Quarter cut a small, flat fish (*4 minute time limit*)

Species to be used:

- Turbot
- Witch
- Flounder
- Fluke
- Lemon sole
- Plaice

THE PRACTICAL OBSERVATION

- Head, fin and trim, remove tongue cheeks and bloodline and portion a halibut (13 *minute time limit*)
6. One of the following tasks:
- Cut three portions of fish from one fillet to a 140 g (\pm 10g) spec. Candidate must weigh each portion and clearly show the weight on the scales.
7. One of the following tasks:
- Skin a gurnard (3 *minute time limit*)
 - Skin a whole flat fish (both sides, head left on, gills removed) (3 *minute time limit*)
- Species to be used:*
- flounder
 - plaice
 - lemon sole
 - small turbot
- Double skin a monkfish tail (4 *minute time limit*)
 - Skin and curl a whiting (3 *minute time limit*)
8. Two of the following:
- Prepare a scallop on the half shell (1 *minute time limit*)
 - Dress a cooked crab / lobster (8 *minute time limit*)
 - De-head, shell and devein five fresh prawns (3 *minute time limit*)

- Peel five fresh king prawns with the head left on (3 *minute time limit*)
- Prepare a squid or cuttlefish (4 *minute time limit*)
- Clean an octopus (4 *minute time limit*)

Fish and Shellfish Quality Assessment

9. You should select five different species of fish or shellfish and describe the quality using the key physical quality assessment criteria (size, eyes, gill, smell, blood, flesh, taste, body structure) using a standard quality assessment method (i.e. TORRY). The assessor should be shown a close up of each product.

Fish and Shellfish Product Information

10. You should select two species and describe the following:
- Common name
 - Harvesting location and/or methods
 - Seasonal trends
 - Fish stock status / sustainability rating
 - Skeletal structure (name of fins, body parts)



G. ARMSTRONG

Tuna Steak £2.50
Crevettes £2.00
Salmon £4.00
Sea Trout £2.50
£5.50

VIDEO EVIDENCE

Video evidence may be submitted to demonstrate compliance with the requirements of the practical observation.

To be eligible, the videos must:

- Be recent (no more than 3 months old)
- Film only one candidate at a time
- Show the candidate wearing their Personal Protective Gear and workspace
- Show a close up of the seafood before, during and after the preparation
- Show one task from start to finish without any breaks
- Be the work of the candidate in question
- Be clearly positioned so that the task is in full view. Ideally, someone should film the candidate to ensure full and close up shots. If using a camera operator, the person should introduce themselves at the beginning of the video
- Be filmed in a suitable venue – hygienic and fit for purpose

SUGGESTED STORYBOARD

1. Introduction

My name is [first and last name]. I am a candidate on the MFS Craft Fishmonger tier. It is [date] and the [time] is. With me today is [e.g. Tony Bradley] who will operate the camera for me.

2. The demonstration takes place.

“As you can see we are behind the fish counter in the prep area [Tony pans the camera 360°] and I have two mackerel to single fillet, a cutting board, filleting knife and steel to maintain the edge on my knife. I will now fillet the fish.”

Tony should film the candidate during his demonstration of filleting ensuring that there are no breaks in the filming action. Tony should zoom in at agreed points to show the detail of the candidate's actions while including sufficient wide-angle shots to verify it is candidate who is filleting.

At the end of the process Tony should zoom in on the finished fillets showing sufficient detail and for long enough for the assessor to reach their decision before zooming out and completing a 360° pan of the venue. The candidate may move the fillets around the visual frame while explaining why the fillets are up to specification.

Filming is completed by placing the camera back on the tripod, with John facing the camera.

VIDEO EVIDENCE

During filming the candidate should narrate their actions and at the conclusion of filming should end with.

“I have just demonstrated the single filleting of mackerel and the time is now [insert].”

During filming it may be inappropriate for anyone else to speak as this may (as decided by the assessor) invalidate the evidence.

During filming the area should be off limits – if filming is taking place in a public place (fishmonger during open hours) then we suggest a third person is tasked with “crowd control”.

Additional security measures could include:

- A strategically placed clock which can be used to verify the timeline and duration of the demonstration.
- An on camera statement by the candidate’s manager or trainer confirming their identity and that it was all their own work.

The following guidelines have been drafted by Sea Fish Industry Authority.

SUBMITTING VIDEO EVIDENCE

Videos should be submitted via Wetransfer.

Step 1:

Go to www.wetransfer.com
– select the ‘Free’ option

Step 2:

‘Add your files’

Select your videos from folder. You must have your videos saved on your computer.

Step 3:

Email to:

Type in the email address of the person you want to send the email to.

Message: Type in your message – Please state your name and the tier applied for.

Step 4:

Push ‘Transfer’

Wait for the files to upload, then you’ll receive this page.

Please note, we do not accept videos via text message, Whatsapp or email.

MFS COURSE AND TRAINING RESOURCES

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

The MFS Course

This course has been specially developed for candidates wishing to pursue either the MFS Recognised , MFS Advanced or MFS Craft 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, you will be awarded with the MFS Craft Fishmonger award. You will receive a certificate, an MFS Craft Fishmonger embroidered badge, a window sticker and you will be issued with an 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.

Useful Contacts

General Programme Enquiries
The Master Fishmonger Standard
The Fishmongers' Company
Fishmongers' Hall
London Bridge
London EC4R 9EL

www.masterfishmonger.co.uk

MFS@FishHall.org.uk

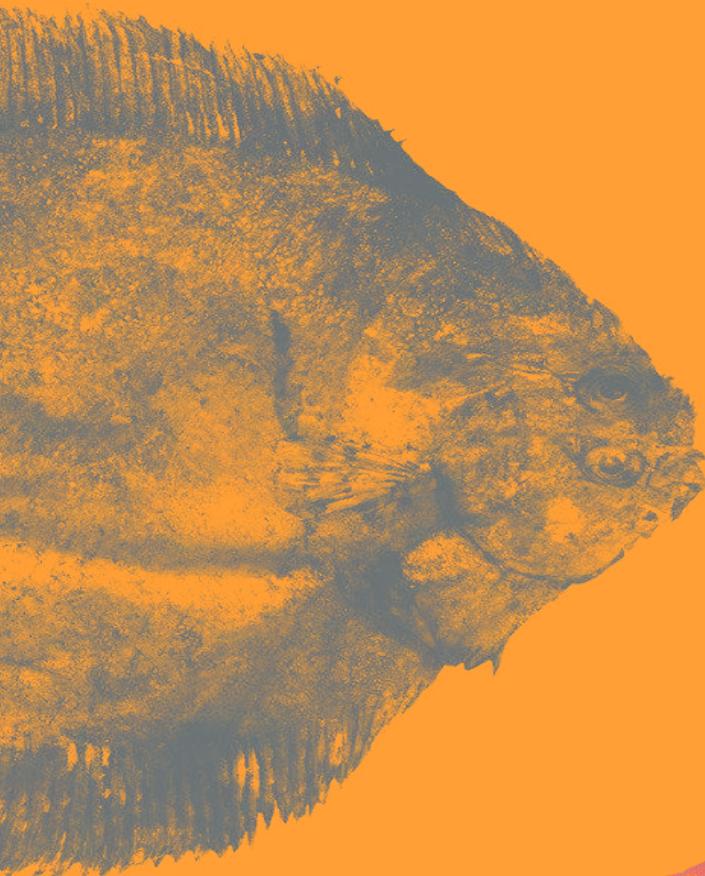
020 7626 3531

MFS Preparation Course
and Examination Enquiries
Seafood School at Billingsgate
Office 30, Billingsgate Market,
Trafalgar Way
London
United Kingdom
E14 5ST

www.seafoodtraining.org

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020 7517 3548



The MFS is supported by:

www.masterfishmonger.co.uk

SEAFISH



The Seafood School
at
Billingsgate

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