



# MASTER FISHMONGER CANDIDATE GUIDE



MASTER  
FISHMONGER  
STANDARD 



This booklet contains all the information you will need to apply as an MFS Master 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.

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### MFS Recognised Fishmonger

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

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### MFS Craft Fishmonger

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

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### MFS Advanced Fishmonger

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

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### MFS Master Fishmonger

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

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### MFS Companion

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



## **WHAT IS AN MFS MASTER FISHMONGER?**

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

Achievement of the MFS Master Fishmonger accolade is significant, reserved for only the finest of fishmongers. It demonstrates your broad and balanced experiences within the industry, it celebrates your successes as a steward of the sea, and commends your continued commitment to the trade. It is an award that comes with great prestige and honour, as well as responsibility.

From sea to plate, MFS Master Fishmongers demonstrate excellence in, and dedication to, their field of work within the seafood industry. As a purveyor of the finest quality seafood, your practical skills have no boundaries and you do business with integrity, standing by your principles of exemplary customer service.

You are a committed leader, forming partnerships with those who share your vision for a sustainable industry. Over the years you have built strong relationships to ensure the highest quality standards and have helped to influence and improve practices across the supply chain.

## **HOW TO USE THIS GUIDE**

Having taken your first steps towards attainment of the MFS Master 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
- Criteria that list the skills, experience and behaviour of an MFS Master Fishmonger



# AN OVERVIEW OF THE APPLICATION PROCESS

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## 1 Registration

Take the quick quiz to find out which MFS tier applies to you and register online at [www.masterfishmonger.co.uk](http://www.masterfishmonger.co.uk).

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## 2 Download and read the Candidate Guide

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

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## 3 Self-Assessment Form and Portfolio

Use the Guide to help you complete the Self-Assessment Form, as well as assemble the supporting documentation required for your Portfolio.

Care should be taken to complete each answer fully and gather the materials needed to demonstrate how you meet the Criteria. When you are ready, you should submit your documentation to the Standard for evaluation.

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## 4 Review of your Application

Upon submission of your documents you will be assigned a certified MFS Master Fishmonger (hereinafter referred to as an Assessor), who will review your

application. Your Assessor may request further documentation at this stage, if they feel that the requirements of the Criteria have not yet been demonstrated.

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## 5 Professional Discussion and Practical Observation

Once your Assessor feels you are ready, a Professional Discussion will be arranged over the phone. The discussion will examine your knowledge and experiences of the fish industry.

If you pass the discussion component, you will be invited to submit video evidence of your practical skills via a Practical Observation. You will need to achieve a pass rate in both the Professional Discussion and the Practical Observation in order to receive the MFS Master Fishmonger accolade.

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## 6 After Your Assessment

Based on the evidence provided, your Assessor will make a recommendation to the MFS Master Panel about your award. If your Assessor feels that further work is required before you meet the standards of the accolade, then you will be advised on what steps need to be taken.

## **PRE-REQUISITE STANDARDS**

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

- 1 Actively employed as a fishmonger**
- 2 At least 10 years' industry experience**
- 3 Managerial experience in the fish trade**

References and/or Business Registration certificate(s) will need to be provided and should specify the length of time you have worked at or owned that establishment. Referees should be in a position where they can endorse your suitability as a potential candidate for the Standard.

## **MASTER FISHMONGER CRITERIA STATEMENTS**

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

If the supporting evidence options listed are not applicable to you, then you must consider how you can demonstrate that you fulfil the requirements of that Criteria or take responsibility to build upon your knowledge and understanding of these processes. You need to submit at least one piece of evidence for each Criteria statement.





## HOW TO COMPLETE THE SELF-ASSESSMENT FORM

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

For each Criteria:

- 1 Read the Criteria, think about your own experiences and how you meet the requirement. Examples of supporting evidence have been provided as a guide. At a minimum, you should be able to submit at least one piece of evidence for each Criteria.
- 2 List your experiences in the spaces provided, select the examples which you think best showcase your expertise.
- 3 Gather any evidence, then submit your form and registration fee.

## EXAMPLE QUESTION AND ANSWER

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**Question: Fishmonger Skills**

- 1 You have an extensive understanding of the processes involved in the supply chain, and have knowledge and experience of processing and manufacturing seafood products in a retail or catering environment.

**Supporting evidence options (please circle):**

- 1a a qualification covering the handling, processing and manufacturing of fish and shellfish products and can provide certificate(s)
- 1b at least 10 years' experience managing the processing and manufacturing of seafood products with references / supporting evidence and/or a letter explaining your experiences
- 1c experience in a range of fish and shellfish related occupations with references / supporting evidence and/or a letter explaining your experiences
- 1d I own a fishmonger retail business. Please provide a supporting letter with the details of your business, including where you source your seafood from and what products you stock

## **Answer**

**Fishmonger X has worked in the fishmonger industry for 20 years, ten years of which he has been the manager. He has also worked as a commercial fisher for four years, but does not have any professional fishmonger training. As Fishmonger X fulfils Criteria 1a and 1c, they could submit the following documents:**

- **Reference(s) or other relevant correspondence from a previous employer which confirms that person's previous employment as a commercial fisher**
- **Job description / contract / relevant correspondence for current and previous positions held in the fisheries and aquaculture industry with their responsibilities outlined**

## **Fishmonger Skills**

- 1 You have an extensive understanding of the processes involved in the supply chain in a retail or catering environment.**

**Supporting evidence options (please circle):**

- 1a a qualification covering the handling, processing and manufacturing of fish and shellfish products with certificate(s)**
- 1b at least 10 years' experience managing the processing and manufacturing of seafood products with references/supporting evidence and/or a letter explaining your experiences**
- 1c experience in a range of fish and shellfish related occupations with references / supporting evidence and/or a letter explaining your experiences**
- 1g I own a fishmonger retail business. Please provide a supporting letter with the details of your business, including where you source your seafood from and what products you stock**

- 2 You understand the procedures involved in assessing the quality of fish and shellfish products in a retail or catering fishmonger environment and can explain the product integrity risks associated with specific species.**

**Supporting evidence options (please circle):**

- 2a a qualification in HACCP or quality assessment for seafood, Level 2 (or above with certificate(s)**
- 2b experienced in implementing Quality Index Monitoring and/ or TORRY in a retail or catering fishmonger environment with a letter describing your experiences**
- 2c at least ten years' experience managing quality assurance in a retail or catering fishmonger outlet with employment references detailing your responsibilities and/or a letter explaining your experiences**
- 2d evidence of having trained seafood quality assessment courses**
- 2e I own a fishmonger retail business and can provide a supporting letter with the details of your business**

- 3 You have a broad knowledge about seafood products and have extensive experience in preparing and presenting a wide range of fish and shellfish products for the retail and catering trade.**

**Supporting evidence options (please circle):**

- 3a extensive (10 years +) experience preparing seafood for sale, using both primary and secondary processing methods with written employment references detailing your responsibilities and/or a letter explaining your experiences**
- 3b qualification(s) covering the preparation and presentation of fish and shellfish for the retail or catering trade, Level 2 (or equivalent) with certificate(s)**
- 3c qualification(s) covering seafood product knowledge, nutrition and / or professional cooking, Level 2 (or equivalent) with certificate(s)**
- 3d placed or won awards in fish and shellfish preparation and/or seafood culinary competitions with certificates**
- 3e at least five years' experience working in a seafood culinary position with employment references or a letter explaining your experiences**

- 3f I own a fishmonger retail business and can provide a letter with the details of your business, including what products you sell and prepare in-house**
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- 4 You have a broad knowledge and understanding of the history and development of fisheries and aquaculture, harvesting methods and associated environmental impacts, seasonality and supply and general status of fish stocks.**

**Supporting evidence options (please circle):**

- 4a a qualification covering the principles of fishing and aquaculture, Level 2 (or equivalent) with certificates**
- 4b evidence of having trained and/or contributed to learning resources covering the principles and practices in the fisheries and aquaculture industry with evidence and/or a letter explaining your experiences**
- 4c evidence of having worked closely with or in commercial fisheries and/ or aquaculture operations, with references and/or a letter explaining your experiences**
- 4d I own a fishmonger retail business and can demonstrate that you support responsible and sustainably-sourced seafood**





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## **Training and Development**

- 5 You take a vested interest in the recruitment of individuals for the fishmonger trade and are skilled at coaching and training new and experienced employees.**

**Supporting evidence options (please circle):**

- 5a a qualification covering the theory and principles of management or training in a food operation with certificate(s)**
- 5b evidence of having closely mentored / trained at least three fishmongers new to the trade for a period of no less than a year and can provide training records or other supporting evidence**
- 5c experience of training a group of apprentice fishmongers in a college or private sector training company with evidence**
- 5d evidence of having contributed to training manuals and associated resources for a fishmonger retail or catering environment**

**5g evidence of hiring and mentoring two fishmonger apprenticeships**

**5h I own a fishmonger business, and have trained a number of fishmongers over the years with the details of the training you have conducted**

**Other:**

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## **Business**

- 6** You are skilled at managing people, and can control pricing, costs, profits and cash flow in a retail or catering fishmonger environment

Supporting evidence options (please circle):

- 6a** a qualification in management, finance, or business which covers commercial pricing, profit and cash management, Level 2 (or equivalent) with certificate(s)
- 6b** evidence of having managed a retail or catering fishmonger outlet for at least eight years with employment references and/or a letter explaining your experiences
- 6c** I own a fishmonger business and are therefore responsible for the accounts and marketing. Please provide a letter with the details of your business

Other:

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## **Food Hygiene and Safety**

- 7** You know and understand food safety and hygiene regulations, as well as HACCP processes, and can apply these in a retail or catering fishmonger environment.

Supporting evidence options (please circle):

- 7a** a Food Hygiene qualification, Level2 (or equivalent) with certificate(s)
- 7b** a food hygiene rating level 5 by the Food Standards Agency for your business or place or work with certificate(s) or picture of your FHR level 5 sticker

Other:

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## **Integrity and Attitude**

**8 You are a good ambassador for the fishmonger trade, and display integrity and attitude towards the fishmonger trade to merit the designation of 'Master Fishmonger'.**

**Supporting evidence options (please circle):**

**8a evidence of participating in seafood competitions and shows, seafood festivals and / or fishmonger events with a supporting letter/evidence**

**8b evidence of educating and promoting seafood consumption locally or to the wider public with a supporting letter/evidence**

**8c evidence of media exposure promoting industry awareness and promotion of seafood consumption with links or clippings.**

**8d evidence of buying products locally and direct from fisheries and relaying specific product knowledge (i.e. 'storied fish') to customers. Please provide a letter with the details of where you buy your seafood from and how you advertise this to your customers.**



## HOW TO COLLECT AND PRESENT EVIDENCE

You will need to submit evidence which supports your Self-Assessment form and endorses your solid and well-rounded experiences within the trade. Failure to produce sufficient documentation may significantly delay your progress, and might result in you having to resubmit your application.

As a general structure, the evidence provided should fall into one of the following broad categories:

- qualifications or parts of qualifications relevant to each Criteria
- jobs you have held a position of authority from which you can provide references
- significant on-the-job experiences and responsibilities
- work experience or placement periods outside of your normal job role
- site visits or work experience events when you have gained a new view of an aspect of the industry
- competitions or other industry events in which you have participated and possibly won awards

- membership of trade associations in which you have held an official office

In areas where you do have sufficient evidence to meet the standard, you will need to:

- decide whether the gaps relate mainly to knowledge or to experience
- identify the steps you can take to fill those evidence gaps.

You may present your evidence using a variety of mediums and sources including photographic material, online reviews, customer letters, or personal testimonials from a trainee, colleague or manager. References should provide positive feedback and be relevant to a specific Criteria. Whenever a qualification is being used as proof of achievement a clear copy of the original certificate should be presented as evidence. Please do not submit original copies. If you are submitting a hard copy of your documents, a contents page should be provided and all evidence should be clearly linked to the Criteria number to which it refers.

All documents submitted will be treated as confidential and will only be disclosed to MFS personnel and elected independent assessor(s).

## **YOUR ASSESSOR'S ROLE**

Upon submission of your Self-Assessment form and Portfolio, you will be allocated an MFS Assessor. Your Assessor will have already received the accolade of MFS Master Fishmonger and forms part of the MFS Master Panel. They have been appointed by The Fishmongers' Company to oversee your assessment.

Your Assessor has three responsibilities:

- provide advice and support
- assess objectively based on the Criteria
- manage the assessment process

Your Assessor will evaluate your performance against the Criteria requirements to make a realistic assessment against the nationally-recognised standard. If your Assessor feels that there are any gaps in your application, they will address these by providing you with specific detail(s) on what you need to submit. Please remain open-minded about any constructive criticism, remembering that your Assessor needs to maintain the status of the award by assessing you objectively and that it is ultimately your responsibility to provide them with the evidence and proof they need to pass you.

## **PREPARING FOR YOUR PROFESSIONAL DISCUSSION AND PRACTICAL OBSERVATION**

When you are ready to progress to the next stage, your Assessor will provide you with the information needed to pass your Professional Discussion and Practical Observation. It will be their role to ensure you understand the tasks required.

Your Assessor will discuss with you:

- What to expect during the Professional Discussion and Practical Observation
- The areas of your workplace or aspects of your work that they would like to see during their visit

If you have any questions or concerns about the Professional Discussion or Practical Observation, please make these known to your Assessor prior to your assessment day.

## **THE PROFESSIONAL DISCUSSION**

**You will be assigned a Master Assessor, who will arrange to call you at a time that suits you both.**

**During this call you will be asked to talk about your achievements as a fishmonger and why you consider yourself to be a good ambassador for the MFS Master Fishmonger accolade. You will be asked on the following topics:**

- **Food safety and hygiene procedures**
- **Supply chain / traceability**
- **Quality Assessment**
- **Fish and shellfish products**
- **Business**
- **Sustainability and ethics**
- **Training and development**
- **Integrity and attitude**
- **Financial awareness**

**You will need to demonstrate that you have a good understanding of the wider industry and that you are experienced and knowledgeable about to maintain best practice in the workplace.**

**Your discussion should last no longer than 60 minutes.**

**You will need to achieve a pass mark of 60% to move onto the practical observation.**

## **THE PRACTICAL OBSERVATION**

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

**As the Master 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**

**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.**

**If you have any questions or concerns about the Professional Discussion or Practical Observation, please make these known to your Assessor prior to your assessment day.**



## THE PRACTICAL OBSERVATION

The Practical Observation will assess:

Food Safety and Hygiene, and Health & Safety

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

1. One of the following tasks:

- Scale, gut and gill task

*Species to be used:*

- *Seabass / Sea bream*
- *Mullet / Herring*
- *Gurnard / Red snapper*
- *Trout / Cod*

- Clean fish through the gills

*Species to be used:*

- *European Seabass*
- *Wild salmon*
- *Sea, loch or freshwater trout*

2. One of the following tasks:

- Debone a small fish

*Species to be used:*

- *Sardines*
- *Herring*

- Pin bone removal

*Species to be used:*

- *Salmon*
- *White fish*

3. Two of the following tasks:

- Block fillet

*Species to be used:*

- *Mackerel*
- *Whiting*

- Fillet and v-bone , flick or j-cut a small round fish

*Species to be used:*

- *Cod ling*
- *Mackerel*
- *Seabass*
- *Seabream*
- *Whiting*

- Canoe a round fish

*Species to be used:*

- *whitefish*
- *Loch, sea or reared trout*
- *Arctic char*
- *European bass*

- Heart shaped fillet

*Species to be used:*

- *Red mullet*
- *Goatfish*

- Dress and steak a large round fish

*Species to be used:*

- *Salmon*
- *White Fish*
- *Sea, loch or freshwater reared trout*

## THE PRACTICAL OBSERVATION

- Butterfly Fillet

*Species to be used:*

- *Sardines*
- *Seabass*
- *Trout*

- Double boneless loin joint

*Species to be used:*

- *Hake*

### 4. All 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.

### 5. One of the following tasks:

- Skin a whole round fish

*Species to be used:*

- *Whiting*
- *Gurnard*

- Skin a whole flat fish (both sides, head left on, gills removed)

*Species to be used:*

- *Dover sole*
- *Plaice*
- *Lemon sole*

- Double skin a monkfish tail

- Skin skate wings

### 6. Two of the following tasks:

- Pocket a small, flat fish

*Species to be used:*

- *flounder*
- *plaice*
- *lemon sole*

- Cross cut a small flat fish

*Species to be used:*

- *flounder*
- *plaice*
- *lemon sole*
- *Witch*
- *Fluke*
- *Small turbot*

- Quarter cut a small, flat fish

*Species to be used:*

- *flounder*
- *plaice*
- *lemon sole*
- *Witch*
- *Fluke*
- *Small turbot*

- Quarter cut a large, flat fish

*Species to be used:*

- *halibut*
- *brill*
- *turbot*

- Troncons / Paves

*Species to be used:*

- *halibut*
- *brill*
- *turbot*



## THE PRACTICAL OBSERVATION

### 7. Two of the following tasks:

- Prepare a scallop on the half shell
- Prepare a squid or cuttlefish
- Clean an octopus
- Dress a cooked crab / lobster
- De-head, shell and devein five fresh prawns
- Peel five fresh king prawns with the head left on
- marinate / brine / cure a fish / shellfish
- hot or cold smoke a fish
- clean live sea urchin
- cut a fish roulade
- cut fish cheeks
- slice a smoked salmon

### Fish and Shellfish Quality Assessment

9. You should select five 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)

11. Name an alternative or substitute species which they would recommend to a customer, based on one of the following of your choosing: similar taste notes, a more sustainable / responsible choice, regional product, dietary requirements.



## 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 Advanced 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](http://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.

## **AFTER YOUR ASSESSMENT**

After your assessment day, 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.

If you have suitably impressed your Assessor with the strength of your case, the Assessor will take your application to the MFS Master Panel, who will make the final decision on your application. The Panel are within their rights to request further evidence on how you fulfil the Criteria.

Successful candidates will be notified of their certificate and issued with a unique MFS certification number. MFS Master Fishmongers will be recorded in the official Fishmongers' Company Master Fishmonger Standard Register and will be presented with the certificate at an annual ceremony held at the Fishmongers' Hall in London.

## **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.





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## Useful Contacts

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

[www.masterfishmonger.co.uk](http://www.masterfishmonger.co.uk)

[MFS@FishHall.org.uk](mailto: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](http://www.seafoodtraining.org)

[admin@seafoodtraining.org](mailto:admin@seafoodtraining.org)

020 7517 3548



The MFS is supported by:

[www.masterfishmonger.co.uk](http://www.masterfishmonger.co.uk)

**SEAFISH**



The Seafood School  
at  
*Billingsgate*

Design & Art-Direction:  
Freytag Anderson