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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 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 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

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.

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, 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

To help you understand what is required of MFS Recognised Fishmongers, there are nine 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. 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
- ☒ Supporting Evidence
- ☒ Take the MFS Assessment

HACCP

2 You understand the meaning and use of HACCP.

Supporting Evidence Options:

2a HACCP qualification, Level 1 (or equivalent)

2b MFS Assessment

- ☐ **Qualification**
- ☐ **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

To be an MFS Recognised Fishmonger you will need to meet the Standard's Criteria, composed of nine categories.

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 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 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.

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

Each Knowledge Test features 50 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. 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

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.

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:

- Gut and gill task on a small or large round fish species

2. One of the following tasks:

- Debone a small fish
- Pin bone removal

3. One of the following tasks:

- Single fillet
- Block fillet
- Fillet and v-bone , flick or j-cut a small round fish
- Canoe a round fish
- Heart shaped fillet
- Dress and steak a large round fish
- Butterfly fillet
- Double boneless loin joint

4. One of the following tasks:

- Cross cut a small flat fish
- Quarter cut a small or large, flat fish
- Troncons/ Paves

5. One of the following tasks:

- Skin a round fish
- Skin a flat fish

6. One of the following tasks:

- Clean and shuck a scallop / oyster or clam
- Extract crustacean meat
- Dress a cooked crab / lobster
- De-head, shell and devein a fresh prawn

THE PRACTICAL OBSERVATION

Fish and Shellfish Quality Assessment

7. You should select three 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). The assessor should be shown a close up of each product.

Fish and Shellfish Product Information

8. You should select two species and describe the following:

- **Common name**
- **Harvesting location and methods**
- **Fish stock status / sustainability rating**
- **An alternative species based on taste**

9. You should describe the general health and nutritional benefits of eating seafood, recommended daily seafood intake per week, and potential associated health risks.



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 Recognised 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 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.



WE HAD...
SQUID-ink 1.80p
FRESH CRABMEAT
P30
HERRING

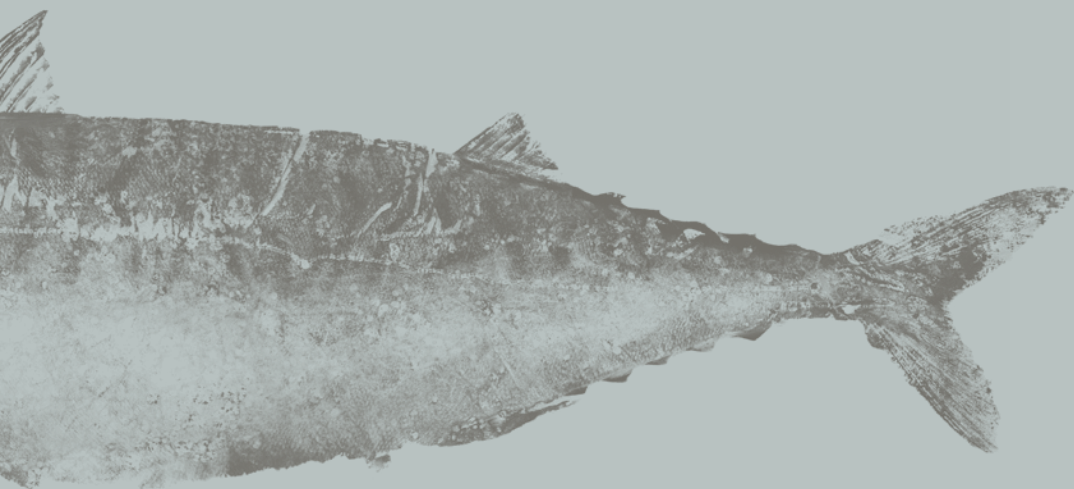
Useful Contacts

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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www.masterfishmonger.co.uk

SEAFISH



The Seafood School
at
Billingsgate

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