

Baker
Apprenticeship Standard
Level 2
End-point Assessment Plan

Baker Apprenticeship

Apprenticeship Summary

The Baker apprenticeship is an integrated programme of knowledge and skills acquisition, developed alongside core behaviours expected of a competent baker operating in a commercial setting. Apprentices will specialise in one option relevant to their workplace: craft, in-store or automated. The award of the apprenticeship certificate will signify recognition of competence in the role. Apprentices will typically spend 18-24 months working towards the apprenticeship standard, with the end-point assessment completed in the final 12 weeks. Performance in the end-point assessment will determine the apprenticeship grade of fail, pass, merit or distinction.

There are no pre-requisite entry requirements for this programme.

Prior to the end-point assessment, apprentices will undertake a structured period of on-programme training to develop the knowledge, skills and behaviours required of the standard. Achievement of a Level 2 Diploma in Bakery, which includes grading at pass, merit and distinction, is a pre-requisite to taking the end-point assessment. Apprentices without English and maths at level 2 must achieve level 1 English and maths, and are required to take level 2 English and maths tests prior to taking their end-point assessment.

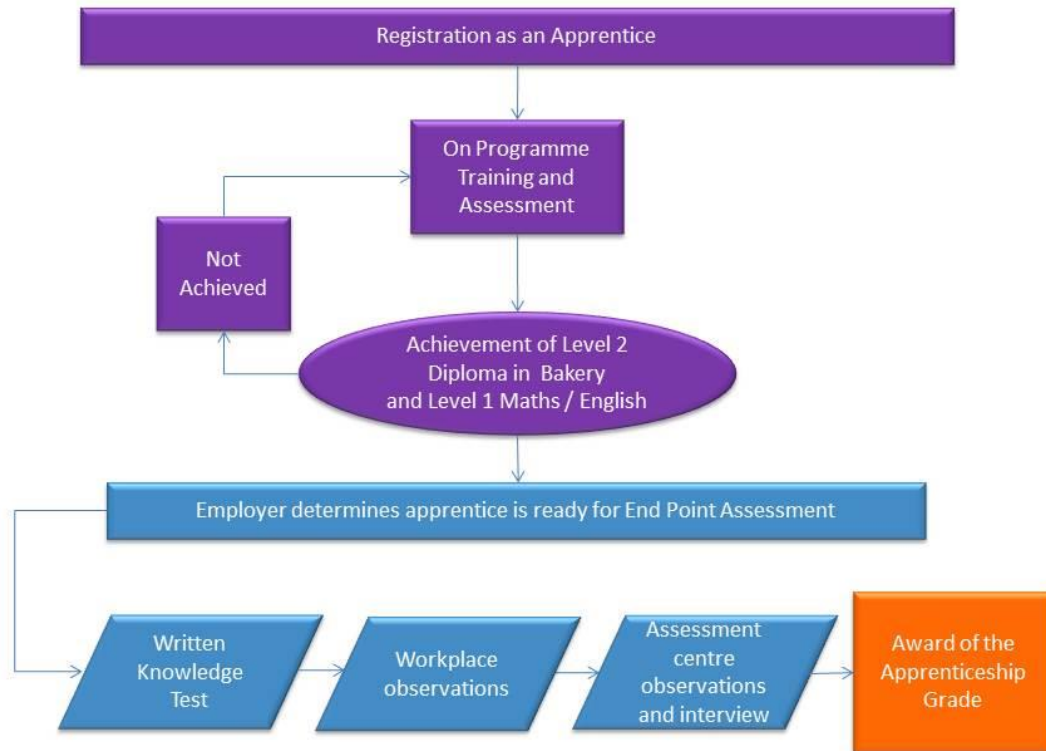
End-point assessment will be conducted by an apprentice assessment organisation (AAO). AAOs must be on the Education & Skills Funding Agency's (ESFA) Register of Apprentice Assessment Organisations (RoAAO) for this standard.

The end-point assessment consists of three distinct components:

- A **written knowledge test** answered through multiple choice questions. It will test core knowledge and knowledge relating to one option as relevant to the apprentice's workplace: craft, in-store or automated
- An **assessment centre observation**, assessing core skills and behaviours
- A **workplace observation and interview** assessing core skills, skills relating to one option and knowledge and behaviours

To achieve final certification, the apprentice must have completed and achieved a minimum of a pass in each of the end-point assessment components. A pass in the end-point assessment will demonstrate that the apprentice can apply the knowledge, skills and behaviours required by the standard and will satisfy the requirements for the award of an apprenticeship certificate. Apprentices achieving a merit or distinction will be demonstrating performance above the requirements of the standard.

Summary of the Apprenticeship



End-point Assessment Overview

Assessment Method	Summary of Assessment	Assessed by	Grading	Weighting
Knowledge Test	<i>The knowledge test will be drawn from all of the core knowledge statements within the standard and one of the options as appropriate to the apprentice's workplace: craft, in-store or automated.</i>	Apprentice Assessment Organisation	Pass/Merit/Distinction	20%
Assessment Centre Observation	<i>Apprentices will be observed in a realistic bakery environment, assessed against core skills and behaviours.</i>	Apprentice Assessment Organisation	Pass/Merit/Distinction	35%
Workplace Observation and Interview	<i>Apprentices will be observed in their workplace and assessed against the skills in one of the options as appropriate: craft, in-store or automated. They will also undertake an interview to assess core knowledge, skills and behaviours not covered through the observation. A standardised set of competency based questions will be used.</i>	Apprentice Assessment Organisation	Pass/Merit/Distinction	45%

Assessment Gateway

Prior to undertaking the end-point assessment, the apprentice must have completed and achieved a pass as a minimum in the Level 2 Diploma in Bakery, which includes grading at pass, merit and distinction.

Apprentices without level 2 English and maths must achieve Level 1 English and maths, and are required to take the tests for Level 2 English and maths.

The employer will judge whether the apprentice is ready for the end-point assessment, they may wish to take advice from the training provider.

End-point Assessment

Knowledge Test

The knowledge test will be administered and marked by an independent assessor from the AAO. This written test should be taken as early as possible in the 12 week period of the end-point assessment.

The knowledge test assesses the underpinning knowledge and understanding of the apprentice through 60 multiple choice questions. There will be **40 questions on core knowledge** and **20 questions on knowledge relating to one option**, as appropriate to the apprentice's workplace: craft, in-store or automated.

The assessment will be undertaken under controlled conditions within a 90 minute time limit (but not necessarily undertaken as an online or computer based test).

Particular emphasis will be placed on the following knowledge:

- The methods and processes used in bakery, both by hand and using equipment, including: weighing, mixing, proving, dividing, shaping, scaling, blocking, baking, cooling and finishing for a range of bakery products.
- How to use different types of equipment, including mixers and ovens.
- Ingredients used in bakery: how to store, handle and transport the main ingredients used in baking such as flour, yeast, salt, sugar, fats, improvers, water, eggs.
- Principles of ingredients: including their origins, properties: purposes and uses; grades and quality; and how they interact.
- Principles of making dough: including changes in physical properties during processing, types of dough for different products.
- The importance of minimising waste and maximising product yield and profit, including pricing and costing.
- How to deal with waste products and the importance of recycling to a bakery business.

- Legislation and regulations in the food industry, including: health and safety, food safety, allergens, hygiene, cleaning, labelling, and environmental.
- How to fry off products and use hotplates.
- How to use problem solving skills to find root cause of faults.

The knowledge test will result in a pass, merit or distinction grade and it will contribute 20% to the weighting of the apprenticeship grade. The grading threshold will be as set out in the table below:

Acceptable achievement – Pass	Good achievement - Merit	Outstanding achievement - Distinction
40-50	51-55	56-60

Candidates achieving between 25 and 39 correct answers may resit the assessment on one further occasion within three months. It is anticipated that candidates achieving less than 25 correct answers need to undertake a period of further learning and will not be allowed to retake the assessment until after completing a professional review of performance with their manager.

Assessment Centre Observation

Apprentices will undertake an observation of skills in an assessment centre, which is set up to represent a bakery environment. They will be assessed against a range of core skills from the apprenticeship standard. The observation will be undertaken over a maximum period of one day (7 hours).

An independent assessor will assess the apprentice's competence at undertaking the following core skill:

- Produce a loaf by hand with no mechanical aids – using only flour, salt, water and yeast

The apprentice will also be assessed on **one** of the following three core skills during the assessment centre observation. They will not have prior notification on which of these three will be assessed:

- Produce bread and cake products to specification, using both manual baking processes and mechanical processes
- Produce a range of pastries to specification, including sweet and savoury
- Produce a range of enriched doughs to specification

As part of these assessments, the apprentice will be assessed against the following core skill from within the standard:

- Finish bakery products to specification

The independent assessor will plan the observation in conjunction with the apprentice and employer. They will use the assessment tools and procedures that are set by the AAO to record the observation. An assessor should not be assessing more than 6 candidates at any one time during the assessment period.

The observation will result in a fail, pass, merit or distinction grade and it will contribute 35% to the weighting of the final apprenticeship grade.

The skills will be assessed as being either acceptable or outstanding. All of the acceptable criteria need to be achieved in order to get a pass i.e. 20 marks. Outstanding marks will then determine whether a merit or distinction is achieved for this component. Marks allocated to each of the criteria are captured in brackets next to the acceptable and outstanding criteria statements as follows:

Skills Statement	Acceptable achievement	Outstanding achievement
All apprentices will be assessed against the following skill statement:		
Produce a loaf by hand with no mechanical aids – using only flour, salt, water and yeast.	(10) <ul style="list-style-type: none"> • Prepare necessary equipment (1) • Weigh out ingredients (1) • Mix ingredients (1) • Ferment appropriately (1) • Divide and mould (1) • Prove appropriately (1) • Bake (1) • Finish product presentation (2) • Work safely and hygienically (1) 	(20) <ul style="list-style-type: none"> • Plan and organise the preparation and methodology of working (2) • Measure dough temperature and check consistency of dough (2) • Handle dough to maximise the quality of the loaf (2) • Cover the dough once it has been divided (2) • Ensure mould is smooth, has an even shape with a seam on the base (2) • Check the degree of proving (2) • Score/dress the loaf in an attractive manner, put steam in the oven and bake (2) • Display high degree of care of the finished product (4) • Clean as you go (2)

Apprentices will be assessed against one of the following skill statements:				
Produce cake products to specification, using mechanical processes.	(10)		(20)	
	<ul style="list-style-type: none"> • Prepare necessary equipment (1) • Weigh out ingredients (1) • Mix ingredients (1) 		<ul style="list-style-type: none"> • Plan and organise the preparation and methodology of working (4) • Handle batter to maximise the quality of the cake product (2) 	
	Cake with Fat, eg cupcake <ul style="list-style-type: none"> • Deposit or pipe (1) • Bake and cool product (1) • Finish product presentation (4) • Work safely and hygienically (1) 	Cake without Fat, eg Swiss Roll <ul style="list-style-type: none"> • Deposit or pipe (1) • Bake and cool product (1) • Finish product presentation (4) • Work safely and hygienically (1) 	Cake with Fat, eg cupcake <ul style="list-style-type: none"> • Consistently hand deposit or pipe (2) • Check the product is baked using appropriate methods, take temperature of product to ensure readiness for finishing (2) • Demonstrate attention to detail and creativity when finishing, display high degree of care of the finished product (8) • Clean as you go (2) 	Cake without Fat, eg Swiss Roll <ul style="list-style-type: none"> • Consistently hand deposit or pipe (2) • Check the product is baked using appropriate methods, take temperature of product to ensure readiness for finishing (2) • Demonstrate attention to detail and creativity when finishing, display high degree of care of the finished product (8) • Clean as you go (2)

Produce a range of pastries to specification, including sweet and savoury. <ul style="list-style-type: none"> The assessment will cover producing puff pastry, manually or mechanically, (either sweet or savoury) and shortcrust pastry (either sweet or savoury) 	(10) <ul style="list-style-type: none"> Prepare necessary equipment (1) Weigh out ingredients (1) Mix ingredients (1) 		(20) <ul style="list-style-type: none"> Planned and organised preparation and methodology of working (6) 	
	Puff Pastry <ul style="list-style-type: none"> Prepare fat (1) Prepare pastry, laminate (1) Sheet and cut (1) Pre-bake preparation (1) Bake (1) Finish product presentation (1) Work safely and hygienically (1) 	Shortcrust Pastry <ul style="list-style-type: none"> Pin pastry (1) Cut pastry (1) Prepare pastry for filling, fill pastry (2) Bake (1) Finish product presentation (1) Work safely and hygienically (1) 	Puff Pastry <ul style="list-style-type: none"> Prepare fat, temperature and plasticity (2) Laminate in a way that maximises the quality of the product (including resting) (2) Sheet and cut consistently (2) Demonstrates attention to detail and creativity in pre-bake preparation (2) Ensure evenness of baking (2) Demonstrates attention to detail and creativity in post-bake finishing (2) Clean as you go (2) 	Shortcrust Pastry <ul style="list-style-type: none"> Condition pastry ready for pinning, pin evenly without using excessive flour (2) Use of rework, minimise waste during cutting (2) Demonstrate attention to detail at filling stage (4) Even baking with no filling boil-out (2) Demonstrate attention to detail and creativity for post-bake finishing (2) Clean as you go (2)

Produce a range of enriched doughs to specification. <ul style="list-style-type: none"> The assessment will cover producing croissants and bun dough. 	(10) <ul style="list-style-type: none"> Prepare necessary equipment (1) Weigh out ingredients (1) Mix ingredients (1) 		(20) <ul style="list-style-type: none"> Planned and organised preparation and methodology of working (6) 	
	Croissants <ul style="list-style-type: none"> Prepare fat and dough (1) Laminate (1) Sheet, cut and curl (1) Prove appropriately (1) Glaze and bake (1) Finish product presentation (1) Work safely and hygienically (1) 	Bun Dough <ul style="list-style-type: none"> Ferment appropriately (1) Divide and mould (1) Prove appropriately (1) Bake (1) Finish product presentation (2) Work safely and hygienically (1) 	Croissants <ul style="list-style-type: none"> Prepare fat, temperature and plasticity (2) Laminate in a way that maximises the quality of the product (including resting) (2) Sheet, cut and curl consistently (2) Check the degree of proving (2) Ensure evenness of baking (2) Demonstrates attention to detail and creativity in post-bake finishing (2) Clean as you go (2) 	Bun Dough <ul style="list-style-type: none"> Measure dough temperature and check consistency of dough, handle dough to maximise the quality of the loaf (2) Cover the dough once it has been divided, ensure mould is smooth, has an even shape with a seam on the base (2) Check the degree of proving (2) Put steam in the oven and bake (2) Demonstrate attention to detail and creativity for post-bake finishing, display high degree of care of the finished product (4) Clean as you go (2)

Each element is scored according to the assessment criteria given in the table above. Please see the table below for the scoring and grading rules which must be applied when allocating the grade for the practical observation:

Pass	Merit	Distinction
20-30	31-36	37-40

Candidates achieving between 15 and 19 points may re-sit the assessment on one further occasion within three months. It is anticipated that candidates achieving less than 15 points need to undertake a period of further learning and will not be allowed to retake the assessment until after completing a professional review of performance with their manager.

Workplace Observation and Interview

Each apprentice candidate will be observed and questioned by an independent assessor undertaking a variable range of baking tasks relevant to one option as pertinent to their working environment. Practical observation assignments and a question bank will be developed by the AAO to cover each of the three options (craft, in-store or automated). This assessment will take place in the workplace.

The observation will be scheduled over one or more sessions, depending on the needs of the employer and observation opportunities. During the observation the apprentice should have the opportunity, if required, to move from one area/function of the business to another in order to best demonstrate how they have applied their knowledge, skills and behaviours in a real-work environment to achieve genuine and demanding work objectives.

The assessor will question the apprentice during the observation. Any skills, knowledge or behaviours that have not been covered by the observation and questioning will be covered during an interview with the candidate immediately afterwards.

The maximum period for the observation and interview will be 8 hours. Within the craft option, the observation and interview would typically be 6-8 hours. Within the in-store and automated options, the typical time for observation and interview would be 4 hours. The disparity in typical times reflects the different processes and the times they take in the option environments.

The observation and interview will cover the following aspects of the standard, based on the 'specialist option' activities:

Craft

- Produce individual dough based bread products
- Produce individual confectionery products
- Hand deposit, pipe and sheet
- Produce and finish cakes by hand

In-Store

- Provide excellent service to meet requirements of customers in store
- Check, rotate and replenish stock in the bakery area of the store
- Process part-bake goods ready for sale
- Finish a range of products ready for sale

Automated

- Produce a range of bakery goods in an automated bakery as relevant to the environment for which an individual is working
- Use problem solving skills to find root cause of faults

In addition, individuals will have to demonstrate the following core skills, knowledge and behaviours:

Core Skills

- Use knives, equipment and machinery.
- Comply with legislation, regulations and organisational requirements for health and safety, food safety and hygiene.
- Source, handle and store ingredients and finished goods.
- Maintain quality by carrying out product sampling and testing against organisational and customer specifications.

Core Knowledge

- How to use different types of equipment, including mixers and ovens
- How to use knives safely including correct use and application
- How to deal with waste products and the importance of recycling to a bakery business

Behaviours

- Safe Working: ensures safety of self and others, food safe, addresses safety issues and concerns
- Ownership of work: accepts responsibility and is proactive
- Pride in work: integrity, aims for excellence, punctual and reliable
- Self-development: seeks learning and development opportunities
- Integrity and respect: for all colleagues
- Working in a team: builds good relationships with others
- Problem solving: participates in problem solving
- Responsiveness to change: flexibility to changing working environment and demands
- Company/industry perspective: desire to learn about the company and food industry, acts as an ambassador
- Effective Communication: with others, listens effectively, receives feedback

The interview, which will follow the observation and questioning, will cover any skills, knowledge and behaviours from the list above which have not been covered during the observation and questioning by the assessor. It will be conducted in a 'controlled environment' i.e. a quiet room. The interview will be no more than 45-minutes duration.

A structured brief and question bank will be developed by AAOs and independent assessors will be developed and trained to conduct the interview and on reaching consistent judgement.

The workplace observation and interview must be scheduled when the apprentice will be working in their normal place of work and will also:

- Be conducted at a time which reflects typical working conditions
- Allow the apprentice to demonstrate all aspects of the standard being observed
- Take a synoptic approach to observing the overall competence

The independent assessor will plan the workplace observation and interview in conjunction with the apprentice and employer. They will use the assessment tools and procedures that are set by the AAO to record the observation and questioning.

The workplace observation and interview will result in a fail, pass, merit or distinction grade and it will contribute 45% to the weighting of the apprenticeship grade.

The knowledge, skills and behaviours will be assessed as being either acceptable or outstanding. All of the acceptable criteria need to be achieved in order to get a pass i.e. 100 marks (40 for an option and 60 for the core). Outstanding marks will then determine whether a merit or distinction is achieved for this component. Marks allocated to each of the criteria and sections are captured in brackets next to the acceptable and outstanding criteria statements as follows:

Observation and Interview– Craft Skills Option	Acceptable achievement (40)	Outstanding achievement (80)
Produce a batch of dough-based bread products (in the workplace) using a commercial recipe, method and equipment.	(10) <ul style="list-style-type: none"> • Prepare equipment required (1) • Weigh out ingredients (1) • Mix ingredients (1) • Divide and mould to specification (1) • Prove appropriately (1) • Pre-bake preparation as appropriate (1) • Bake (1) • Customer-ready presentation of product (2) • Work safely and hygienically (1) 	(20) <ul style="list-style-type: none"> • Plan and organise the preparation and methodology of working (2) • Measure dough temperature and check consistency of dough (3) • Handle dough to maximise the quality of the loaf (2) • Ensure mould is smooth, has an even shape with a seam on the base (3) • Check the degree of proving (2) • Score/dress the loaf in an attractive manner, put steam in the oven and bake (2) • Display high degree of care of the finished product (4) • Clean as you go (2)

Produce a batch of pastry products according to the specification used in the workplace	<p>(10)</p> <ul style="list-style-type: none"> • Prepare necessary equipment (1) • Weigh out ingredients (1) • Mix ingredients (1) • Process appropriately (1) • Bake (1) • Cool product (1) • Product finishing (3) • Work safely and hygienically (1) 	<p>(20)</p> <ul style="list-style-type: none"> • Plan and organise the preparation and methodology of working (4) • Handle pastry to maximise the quality of the product (2) • Process consistently (2) • Demonstrate attention to detail and creativity when pre-baking (2) • Take temperature of product to ensure readiness for finishing (2) • Demonstrate attention to detail and creativity when finishing (2) • Display high degree of care of the finished product (6) • Clean as you go (2)
Produce cake bases according to workplace specification	<p>(10)</p> <ul style="list-style-type: none"> • Prepare necessary equipment (1) • Weigh out ingredients (1) • Mix ingredients (1) • Deposit, scale, pipe or spread (2) • Pre-bake finishing (3) • Bake and cool (2) 	<p>(20)</p> <ul style="list-style-type: none"> • Plan and organise the preparation and methodology of working (4) • Handle batter to maximise the quality of the cake product • Consistently scale to ensure specified finished weight (2) • Consistently hand deposit and pipe (4) • Sheet evenly (4)

		<ul style="list-style-type: none">• Demonstrate attention to detail and creativity when pre-baking, pre-bake dressing (6)
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Finish cakes by hand according to workplace specification	(10) <ul style="list-style-type: none"> • Prepare necessary equipment (1) • Weigh out finishing ingredients (1) • Mix ingredients (1) • Finish product to customer- ready specification (6) • Work safely and hygienically (1) 	(20) <ul style="list-style-type: none"> • Plan and organise the preparation and methodology of working (4) • Handle finishing ingredients to maximise the quality of the finished product (2) • Demonstrate attention to detail, display high degree of care of the finished product (12) • Clean as you go (2)
Maximum Points Available (Craft)		80

Observation and Interview – In-Store Skills Option	Acceptable achievement (40)	Outstanding achievement (80)
Provide excellent service to meet requirements of customers in store	<p>(10)</p> <ul style="list-style-type: none"> • Prompt attention and delivery of service (2) • Show we care (1) • Engage with the customer (1) • Handling the products with great care when replenishing or packing (1) • Placing the correct labels in the correct position on the product (1) • Deliver customer service in line with service principals (1) • Working safely at all times(2) • Work within legal guidelines (1) 	<p>(20)</p> <ul style="list-style-type: none"> • Offer great service by knowing the full range we offer in the bakery (4) • Show the passion for the bakery demonstrating excellent communication skills (2) • Proactively engaging with the customer, supporting buying decisions and feeding back any issues (2) • Quality checking all products before replenishing by following all merchandising guidelines (2) • Handling the products with great care when replenishing or packing (2) • Placing the correct label in the correct position on the product creating uniformity at commercial speed (2) • Deliver customer service in line with service principals and confidently engaging with the customer (2) • Demonstrate working safely following Standard Working Practices and challenging poor behaviour (2) • Work within legal guidelines and challenging poor behaviour (2)

<p>Check, rotate and replenish stock in the bakery area of the store</p>	<p>(10)</p> <ul style="list-style-type: none"> • Do not display or sell food that is “out of date”, poor quality or without date code (2) • Rotate and code check products (3) • Move products that are out of date to the designated area (2) • Replenish goods to merchandising standards (3) 	<p>(20)</p> <ul style="list-style-type: none"> • When checking and replenishing stock isolate and report on any products that are identified as “out of date” (4) • Rotate and code check products by making sure the product with the shortest date is at the front of the display and products are replenished in date order and maintaining any due diligence records (6) • Move products that are out of date to the designated area escalating to the right channels (4) • Cleaning the work area before beginning replenishment, prioritising replenishment against sales activity (6)
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Process part-bake goods ready for sale	<p>(10)</p> <ul style="list-style-type: none"> • Follow your company guidelines to prepare and bake the product (2) • Wearing and using the correct PPE, including wearing oven gloves to load and unload the oven (2) • Identifying the stock required, controlling the stock and handling the products to be baked correctly (1) • Identifying the correct trays and the products to be placed on each (1) • Ensure correct oven temperature and time setting is used (1) • Handling of ambient and frozen products making sure that any remaining products are resealed and stored correctly (2) • Set the oven for the correct product (1) 	<p>(20)</p> <ul style="list-style-type: none"> • Plan and organise the preparation and methodology of working (4) • Always using the correct, clean PPE, checking for damage before use always wearing oven gloves to load and unload the oven (4) • Identifying the stock required from the production plan, reporting any shortages, proactively checking current availability. Controlling the stock and handling the products to be baked in line with company and manufacturer guidelines (2) • Organise and isolate the correct racks and trays confidently communicating to others in the department. (2) • Follow company/manufacturers guidelines placing the correct quantity of items on each tray to ensure an even bake (2) • Check the correct oven settings have been selected and shows the correct baking times for products in line with company/manufacturer guidelines (2) • Ensure correct temperature of the oven has been reached before placing products into the oven, always use timers (2) • Once bake is complete ensure products are placed in the appropriate cooling area before packing (2)
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Finish a range of products ready for sale	<p>(10)</p> <ul style="list-style-type: none"> • Prepare necessary equipment (2) • Source product to be finished and any relevant ingredients (2) • Display onto clean trays with correct labelling/pricing (2) • Produce the finished product to company standards (2) • Demonstrate clean as you go (2) 	<p>(20)</p> <ul style="list-style-type: none"> • Ensure all equipment is available, clean, safe and in working order (4) • Plan and organise the preparation and methodology of working, handle finishing ingredients with care to maximise the quality of the finished product (4) • Demonstrate even, consistent range of skills and at commercial speed (4) • Consistently follow Company guidelines for amount of finishing products to be placed onto the product (4) • Ensure correct PPE is worn and working environment is safe following clean as you go at all times using the correct cleaning materials as per company guidelines (4)
Maximum Points Available (In-store)		80

Observation and Interview – Automated Skills Option	Acceptable achievement (40)	Outstanding achievement (80)
Produce a range of bakery goods in an automated bakery as relevant to the environment for which an individual is working	(20) <ul style="list-style-type: none"> • Uses equipment to mix a product according to specification (4) • Manages equipment to produce bakery goods for specification (4) • Maintains consistency of product through monitoring (4) • Collects relevant data accurately (4) • Carries out correct start up and change over procedures (4) 	(40) <ul style="list-style-type: none"> • Takes into account environmental factors which can effect process variation/product quality (8) • Exercises due diligence over process to optimise quality (8) • Monitors quality and intervenes, escalating issues appropriately (8) • Takes data and checks against specification (8) • Physically checks equipment, communicates appropriately highlighting any issues or confirms compliance (8)
Use problem solving skills to find root cause of faults	(20) <ul style="list-style-type: none"> • Recognises a problem is present (4) • Collects accurate and relevant data (4) • Uses appropriate techniques to identify root cause of problem (4) • Able to apply basic principles to determine cause of product variation and explain effect of impact on product quality, example look/taste/weight (4) • Raises and reports issues as appropriate (4) 	(40) <ul style="list-style-type: none"> • Initiates process to rectify problems (8) • Proactively collects data without being prompted (8) • Asks searching questions and identifies solutions to problems (8) • Applies principles in logical and structured way and can explain in more detail “cause and effect”, able to suggest process changes within limits of competence (8) • Enquires about satisfactory resolution, demonstrates a personal interest in the problem (8)

Maximum Points Available (Automated)	80	
Observation and Interview – Core Skills, Knowledge and Behaviours	Acceptable achievement (60)	Outstanding achievement (120)
<p>Use knives, equipment and machinery</p> <p>How to use different types of equipment, including mixers and ovens</p> <p>How to use knives safely including correct use and application</p>	<p>(5)</p> <p>Uses and can explain how to use correct knives/equipment/machinery for the job in hand</p>	<p>(10)</p> <p>Displays understanding of, and can demonstrate outstanding use of, the correct knives/equipment/machinery; e.g. checks sharpness of knives, leaves idle equipment in a safe and clean condition, safe use of machinery guards, etc.</p>
<p>Comply with legislation, regulations and organisational requirements for health and safety, food safety and hygiene</p> <p>How to deal with waste products and the importance of recycling to a bakery business</p>	<p>(5)</p> <p>Works in a safe and hygienic manner: washes hands, has correct uniform including hat/beard snood, no jewellery, strong perfume/aftershave, nail polish etc., and can explain how to deal with waste products and the importance of recycling</p>	<p>(10)</p> <p>Works in a safe and hygienic manner: washes hands, has correct uniform including hat/beard snood, no jewellery, strong perfume/aftershave, nail polish etc.; checks ingredients are properly stored, demonstrates care and attention to storage of finished products (e.g. fresh cream), use of appropriate packaging and can demonstrate how to take responsibility for waste products and recycling within their working area</p>

<p>Source, handle and store ingredients and finished goods</p>	<p>(20)</p> <ul style="list-style-type: none"> • Demonstrates understanding of ingredient functionality, e.g. difference between 'double' and 'whipping' creams, fats used for different purposes (5) • Demonstrates understanding of importance of correct storage for ingredients, e.g. refrigeration vs. ambient storage (5) • Demonstrates understanding of correct handling methods for ingredients during processing, e.g. returning unused ingredients to the fridge (yeast, cream, fats, etc.) (5) • Demonstrates understanding of correct storage of finished goods, e.g. packaging types, storage temperature, etc. (5) 	<p>(40)</p> <p>In addition to 'Acceptable':</p> <ul style="list-style-type: none"> • Can specify correct grade of ingredients for use in production; e.g. caster sugar vs. granulated; glucose vs. glycerine; etc. (10) • Demonstrates understanding of pest control, temperature, light levels; segregation of organic/non-organic ingredients and the care needed for ingredients that are potentially allergenic. (10) • Demonstrates understanding of care needed when handling certain ingredients, e.g. use of face masks when handling dusty raw materials; non-cross contamination of ingredients when weighing out (clean knives/scoops, etc.) (10) • Demonstrates understanding of segregated storage of finished products and raw materials; can specify correct storage conditions for ingredients and finished products, including appropriate packaging, etc. (10)
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Maintain quality by carrying out product sampling and testing against organisational and customer specifications	(10) Demonstrates the understanding of the importance of check weighing of products, accurate and appropriate labelling, understanding of shelf life and likely effects of incorrect storage (staling, mould development, etc.) (10)	(20) Demonstrates understanding of product monitoring as a function of CI and NPD; Understands how data analysis can be used in this context. (20)
Safe working:	(2) Ensures safety of self and others, food safe, hygienic, challenges safety issues (2)	(4) Identifies and communicates potential safety, health, hygiene or other risks across teams and departments; takes appropriate action when others are not behaving safely (4)
Ownership of work:	(2) Accepts responsibility and is proactive (2)	(4) Identifies potential issues and takes appropriate actions to minimise disruptions to workflow (4)
Pride in work:	(2) Aims for excellence, punctual and reliable, has 'first time right' attitude (2)	(4) Consistently uses time proactively and anticipates problems which may cause delays to work plans or compromise to quality (4)
Self-development:	(2) Seeks learning and development opportunities (2)	(4) Takes ownership for learning and practising new skills/ techniques/tools; constantly seeks to improve own understanding and learn from others; shares knowledge and experiences with others (4)

Integrity and respect:	(2) Shows respect for others, customers, products and equipment (2)	(4) Actively encourages others to respect the values of others, customers, products and equipment (4)
Working in a team:	(2) Builds good relationships with others (2)	(4) Builds excellent relationships with others, demonstrates knowledge and understanding of business objectives (4)
Problem solving:	(2) Participates in problem solving (2)	(4) Takes ownership for resolving problems and issues; demonstrates determination to see things through (4)
Responsiveness to change:	(2) Demonstrates flexibility to changing working environment and demands(2)	(4) Looks to understand the reasons behind changes; constructively questions and challenges change; sets a positive example for others about change (4)
Company/industry perspective:	(2) Demonstrates knowledge of company and food industry, acts as an ambassador (2)	(4) Proactively seeks to improve understanding of the company and wider food industry (4)
Effective communication:	(2) Communicates effectively visually and verbally (2)	(4) Reviews effectiveness of and recommends improvements for different methods of communication; demonstrates effective influencing skills (4)
Maximum Points Available – Core Skills, Knowledge and Behaviours		120

Each element is scored according to the assessment criteria given in the table above.

The scoring is broken down as follows to ensure comparability between assessment of the options:

	Maximum Points
Option 1 – Craft Stream Skills	80
Option 2 – In-Store Skills	80
Option 3 – Automated Skills	80
Core Skills, Knowledge and Behaviours	120

The maximum points available are 200 based on observation of one of the three options, plus core skills, knowledge and behaviours from the observation and interview.

Please see the table below for the scoring and grading rules which must be applied when allocating the grade for the workplace observation and interview:

Pass	Merit	Distinction
100-150	151-180	181-200 points

Candidates achieving between 60 and 99 points may re-sit the assessment on one further occasion within three months. It is anticipated that candidates achieving less than 60 points need to undertake a period of further learning and will not be allowed to retake the assessment until after completing a professional review of performance.

Apprenticeship Grading

The independent assessor will grade the apprenticeship according to the requirements set out in this plan. The assessor's decisions will be subject to moderation and verification by the AAO.

The apprenticeship grade will be based on the outcomes from the: knowledge test, assessment centre observation and workplace observation and interview.

Apprenticeship Grading
Knowledge test: awarded a pass mark and grade 20%
Assessment centre observation: awarded a pass mark and grade 35%
Workplace observation and interview: awarded a pass mark and grade 45%

Each component of the end-point assessment is individually marked and awarded a pass, merit or distinction based on the guidance given in this assessment plan. To achieve a pass overall the candidate must achieve a minimum of a pass in the end-point assessment components: knowledge test, assessment centre observation and workplace observation & interview.

In order to achieve a grade above a pass candidates are required to achieve a minimum of merit or distinction in two of the assessment components (totalling at least 55% of the weighting). If the individual achieves a pass in any of the components, they will not be able to achieve a distinction grade. The table in Annex 1 outlines the grading rules applied in line with the allocated weighting of the individual components.

Re-sits/re-takes

With the agreement of their employer apprentices will be offered the opportunity to take re-sits/retakes if they fail any element of end-point assessment. A re-sit does not require the apprentice to complete any additional training/learning, whereas a re-take does. An apprentice's employer must ensure a supportive action plan is in place. Any EPA component re-sit/re-take must be taken during the maximum 12 week EPA period, otherwise the entire EPA must be re-taken in full in a new 12-week period. They are not offered to apprentices wishing to move from pass or distinction. Apprentices should have a supportive action plan to prepare for the re-sit/re-take.

Apprentices who take a re-sit/re-take will only be able to achieve a pass in their overall grade, unless there are exceptional circumstances which are beyond the control of the apprentice as determined by assessment organisations.

End-point Assessment Organisations

End-point assessment will be conducted by an independent assessor working for an AAO on the ESFA's RoAAO.

The AAO will be responsible for:

- Design of a question bank for the written knowledge test component
- Design of an assessment centre observational assessment
- Design of a workplace observational assessment
- Design of a bank of competency based questions for the interview component.

The AAO will be required to employ suitably experienced assessment staff who are able to administer and assess in line with the requirements of the assessment plan.

The AAO will need to employ independent assessors who are capable of overseeing and undertaking these different elements of assessment:

- Review of any documentation from on-programme elements
- Administration and marking of the knowledge test
- Assessment of an apprentice's performance in the observations of skills
- Leading and assessing the interview.

Independent assessors must be able to demonstrate they possess practical and up-to-date knowledge of current working practices appropriate to the sector in which they are carrying out assessment practice. They should hold or be working towards an assessor qualification. There are requirements to hold additional specialist training as required by the food and drink sector, which is detailed below.

Mandatory Requirements	Independent Assessors
A minimum five years' bakery experience gained within the type of bakery environment (eg Craft, In-Store or Automated) for which the assessment is being carried out	√
At least 3 recent years' experience of carrying out bakery activities as detailed in the core components of the Bakery Standard	√
Qualified above the level they are assessing	√
Food Safety Level 3 qualification	√
HACCP Level 3 qualification	√

Internal Quality Assurance

Once assessment has been undertaken, the AAO will be responsible for:

- Moderation and verification of the knowledge test component
- Moderation and verification of assessor judgements of the observations of skills and interview component
- Standardisation of assessment judgements
- Secure recording and storage of all assessment decisions
- Verification of achievement of apprenticeship certificate

- Administration of certification process.

Moderation, verification and standardisation of the assessment judgements is part of the AAO's internal quality assurance system. The judgement of the independent assessor must be subject to moderation and verification by the AAO's quality assurance team.

The AAO will monitor the assessment process and verify the assessment judgements to ensure consistency across assessors and across employers. This must be performed on a risk basis, i.e. new or poorly performing assessors must have every element of every assessment quality assured, but established, high performing assessors can be quality assured on a sampling basis, with at least one assessment component being subject to either desk based or live internal quality assurance activity.

The AAO will run standardisation events for assessors at least every six months to ensure consistency in the practice of marking observations, knowledge tests and professional dialogues.

An AAO will employ expert assessors, but must also have internal quality assurance mechanisms and staff to verify assessor decisions and to administer the awarding of the apprenticeship.

External Quality Assurance

External quality assurance for the food and drink advanced process operator apprenticeship will initially be undertaken by the Institute for Apprenticeships, whilst we are in conversation with Ofqual regarding them undertaking the role.

Implementation

It is anticipated there will be 250-400 baker apprenticeship starts per year.

The end-point assessment, including external quality assurance, will cost no more than 20% of the overall apprenticeship.

Grading Matrix Baker

Annex 1

Knowledge Test	Assessment Centre Observation	Workplace Observation and Interview	Overall Grade
Pass	Pass	Pass	Pass
Pass	Pass	Merit	Pass
Pass	Pass	Distinction	Pass
Merit	Pass	Pass	Pass
Merit	Pass	Merit	Merit
Merit	Pass	Distinction	Merit
Distinction	Pass	Merit	Merit
Distinction	Pass	Distinction	Merit
Pass	Merit	Pass	Pass
Merit	Merit	Pass	Merit
Pass	Merit	Merit	Merit
Merit	Merit	Merit	Merit
Merit	Merit	Distinction	Merit
Distinction	Merit	Merit	Merit
Distinction	Merit	Distinction	Distinction
Pass	Merit	Distinction	Merit
Distinction	Merit	Pass	Merit
Pass	Distinction	Pass	Pass
Merit	Distinction	Pass	Merit
Pass	Distinction	Merit	Merit
Merit	Distinction	Merit	Merit
Distinction	Distinction	Pass	Merit
Pass	Distinction	Distinction	Merit
Distinction	Distinction	Merit	Distinction
Merit	Distinction	Distinction	Distinction
Distinction	Distinction	Distinction	Distinction