

Why read this leaflet?

If you are interested in fish and shellfish qualifications as a means of developing the skills and knowledge of your existing employees, or in apprenticeships as a means of recruiting enthusiastic individuals eager to learn and develop their skills, then *fish and shellfish industry skills* could be just the tonic your business needs. The Level 3 qualification in particular is ideal for anyone responsible for managing a fish frying business whether as manager or deputy manager.

Summary for England Wales and Northern Ireland

Level 2 and 3 Fish and Shellfish Industry Skills (FIS) and Level 2 Food Industry Skills (FIS) qualifications are available for fish friers in England wales and Northern Ireland. Which is best for you depends on your job role.



For managers the choice is simple – Level 3 Fish and Shellfish Industry Skills (FSIS) Certificate or Diploma.

For friers the best choice may be the Level 2 FISH qualification or perhaps the Level 3 Certificate is a better choice.



Customer service roles are well served by the Food Industry Skills certificate with its selection of takeaway and table service units.

When it comes to apprenticeships, the Level 2 qualifications are available as part of an Intermediate Food and Drink apprenticeship.

The Advanced Food and Drink apprenticeship is based around the Level 3 certificate (or Diploma). At the time of writing the timetable for advanced apprenticeships in fish and shellfish is:

- Northern Ireland – available now;
- Wales – expected July/August 2013;
- England – expected December 2013¹

¹ Anyone wishing to take the advanced apprenticeship in fish and shellfish in England before this date should contact Seafish to find out about our *Plan B*.

Fish Frying and Food Service Units

Both Fish & Shellfish Industry Skills (FSIS) and Food Industry Skills (FIS) qualifications have a large number of generic units covering food safety, health and safety and other topics of use to fish friers, *that are common to both qualifications*.

The key units for a fish frying business though are likely to be the fish frying, food service and customer service units.

Level 3 – for managers and deputy managers

1. *Principles of frying fish and chips* – This is an underpinning knowledge unit that covers raw materials (fish and potatoes), oils and fats, and frying skills. It is a Level 3 unit that is also available as part of the Level 2 FSIS qualifications.
2. *Principles of managing fish and chip operations* – this unit is only available in the Level 3 FSIS qualification. It is aimed at business managers who are responsible for food safety, health & safety as well as customer service, marketing etc.
3. *Monitor oil frying operations* - for managers who are responsible for overseeing the frying operation including the staff who fry and the procedures they follow. These two* Level 3 units are only available in the Level 3 FSIS qualification.
4. *Plan and coordinate food services* – ensuring that resources are available to meet expected demand, and monitoring how food services are delivered are vital if a business is to be successful. These two* units are available in both the Level 3 FIS and Level 3 FSIS qualifications.
5. *Set up and maintain food service operations* – this unit covers task allocations, support and monitoring of the outputs of employees. The skills unit is paired with a knowledge unit. Available in the Level 3 FSIS and FIS qualifications.
6. *Monitor and evaluate customer service* – ensuring that planning, monitoring and maintaining an effective and efficient customer service in food operations. Both FIS and FSIS at Level 3

Level 3 or Level 2 for a frier

A Level 3 qualification for a frier could be made up of Units 1 and 3 above, plus other units covering raw materials, working relationships, quality, problem resolution and throughput.

* Many units are pairs consisting of a skills unit with a corresponding knowledge unit – for example *Understand how to monitor oil frying operations* would complement the related unit *monitor oil frying operations*.

A level 2 Fish qualification would include the Principles of frying fish and chips, plus a range of general food operations units, but it would not include the food service units available at level 2 in food industry skills².

Level 2 Food Industry Skills

The following topics are covered by Level 2 Food Industry Skills certificate.

- *Bake off food products for sale;*
- *Display and sell food products;*
- *Prepare and clear areas for a counter/take-away service;*
- *Provide a table/takeaway service;*
- *Maximise sales of food products.*

There are many other general food operations units available to make up the full Certificate.

What does this mean?

Managers in fish and chip businesses in England, Wales and Northern Ireland have a clear choice of qualification – a Level 3 Fish and shellfish Industry Skills certificate or diploma.

Fish friers and customer service roles in the business are probably better off with a Level 2 food industry qualification.

But before you make your choice, speak to a Seafish recognised provider for up to the minute information and guidance.

How long will they take?

This is not a simple question to answer. The fish and shellfish qualification may be taken on its own or as part of an apprenticeship. The learner (and their employer) may simply be looking for a qualification that recognises their existing abilities.

A simple approach to a Level 2 qualification with the intention of identifying and accrediting the existing skills of the workforce could be achieved in as little as 6 months.

Or, the learner may be looking for a challenge and a chance to learn new things and grow in capability. This latter approach is often the one that brings the most benefits to the learner and the business alike.

Usually apprenticeships should take at least 12 months and perhaps 18 months to complete. Sometimes they will take longer than this, and it's often these longer timescales that bring the most benefits, particularly for those working at advanced Levels.

² Seafish will address this lack at the earliest opportunity.

For more information, and a free diagnostic assessment from a Seafish recognised provider, contact Seafish by email or telephone.
academy@seafish.co.uk or 01482 486482