

# The law in general

**What is the purpose of the Challenge 21 policy?**

- To deal with the difficulty of guessing a customer's age and ensure that sales aren't made to underage customers
- To encourage customers to produce ID
- To encourage staff to talk to customers more
- To comply with Trading Standards and police requirements

**When should you refuse to sell an age-restricted product? (Tick all that apply)**

- If you have any doubts about a customer's age
- If you suspect that ID is not genuine
- If a customer is drunk
- You never have to refuse a sale of age-restricted products because all of your customers are known to you and over 18

**What should you do if a customer becomes abusive?**

- Shout back at them
- Ignore them and walk away
- Remain calm, apologise and explain that you are unable to serve without ID
- Serve them so you can get rid of them

**What is proxy purchasing?**

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**What features do you look for on a proof of age card? (tick all that apply)**



PASS hologram



Name



Date of birth



Photograph



Signature



Who issued the card

**Why is a Student Union card (NUS) unacceptable as proof of age?**

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## refusal logs

**Where is the refusals log kept?**

**When should you enter a record about a refused sale?**

- Immediately after you have refused a sale
- When you get a break in between serving customers
- At the end of your shift

**Entries made in the refusals record will be regularly reviewed. Why?**

- It is a legal requirement
- To ensure that entries are being made accurately and at the correct frequency
- To check for any staff not making entries

## proof of age

**Which of the following is acceptable ID?**

- Passport
- Bus pass
- Birth certificate
- College ID

# Age-Restricted Sales

## Questionnaire



# alcohol

Which of the following actions can the Police or Trading Standards take when a member of staff sells alcohol to an underage person? (tick all that apply)



£80 Fixed Penalty Notice



Formal Caution



Prosecute the seller



Prosecute the owners of the business



Review the licence

A 25 year old is attempting to purchase alcohol. You believe they are supplying to under 18s. What should you do?



Serve them but tell them that they could be prosecuted



Serve them but only if they give the alcohol to children out of sight of the shop



Refuse the sale and enter it in the refusals record



Serve them – It's nothing to do with you what they do with the alcohol

Failure to comply with licensing legislation can lead to prosecution of:



The person who sold, the company and the underage customer



All staff at work at the time



The company only



Only the member of staff concerned



# tobacco

A customer you believe to be under 18 is attempting to purchase cigarettes. What should you do?



Ask the customer how old they are and their date of birth. If over 18 serve them



Ask for ID, if none produced refuse the sale and enter in the refusals record



Serve them as they are purchasing for someone over 18



Serve them as long as they are only buying 10



Tell them off and to leave the shop

### You can split tobacco products for single sale:



If the customer can't afford a full packet



If the packet is damaged



Never



Only if you know the customer



## other age-restricted products

Which age-restricted products do we sell?  
(List all that apply)

  
  

How old does a customer have to be to purchase a cigarette lighter gas refill?

### What age do you have to be to purchase DVDs and video games?



12



18



15



It depends on the age category printed on the DVD or game pack cover

### Many DVDs and computer games have age restrictions. If these are given away free with newspapers what action should you take before selling the publication? (tick all that apply)



No action needed because the paper or magazine is not age-restricted and can be sold to anyone



Check that the free item is not age-restricted



Use Challenge 21



The DVD or game is free so there is no need to check

### Selection packs of fireworks can be split and sold individually



If the customer asks



If the customer can't afford the full pack



Never



If the packaging is damaged

How old does a customer have to be to buy sparklers?