



6 – Why do you need to use the Challenge 25 Policy?

- a) Because it is used by supermarkets and other businesses.
- b) Because we want to make alcohol, tobacco etc, difficult to obtain.
- c) Because it helps me to assess people ages and stay compliant with the law.

7 – What forms of ID are acceptable to prove someone's age (recommended by Trading Standards)? {Tick all that apply}

- a) Valid Passport
- b) Birth Certificate
- c) NUS Card
- d) European Driving Licence
- e) UK Photocard Driving Licence
- f) PASS Hologram Card

8 – What should you do if the customer doesn't have any ID or produces an unacceptable form of ID?

- a) Tell them that you'll let them off on this occasion, but to bring it next time.
- b) Ask a colleague what age they think the person is and if they say over 18 make the sale.
- c) Refuse the sale as this store operates a strict No ID No Sale Policy.

9 – How should you refuse the sale? {Tick all that apply}

- a) Shout at the person and tell them should know better.
- b) Stay calm and be polite
- c) Apologise and transfer the blame
- d) Ask them for their name & address so you can ring their parents to tell them off.

10 – When you refuse a sale what should you do next?

- a) Put an entry into the store's refusals book.
- b) Laugh at the person you've just refused as they walk out the door.
- c) Shout about the refusals to all staff and customers.

11 – What should you do if someone gets aggressive when you refuse to serve them?

- a) Cry and give them the age restricted item anyway.
- b) Shout back at them and then cover your ears and hum so you can't hear them.
- c) Stay calm, use open handed gestures, keep the till between you and call for help from a manager, or if you work alone a Police Officer.

12 – What do you do if you feel uncomfortable asking customers for ID and making refusals?

- a) Just serve everyone; young people don't try to buy products they shouldn't.
- b) Panic each time a restricted product is brought to your till and excuse yourself for a toilet break so someone else has to deal with it.
- c) Tell the Manager/ Business Owner so they can provide you with more training.

13 – When you start a shift on the till what should you do first?

- a) Log on and serve customers.
- b) Check what refusals have been made, so you can be prepared if they try again.
- c) Catch up on the gossip with your colleagues.

14 – Where will you find the Refusals Book?

- a) Behind the Counter within reach of the till.
- b) In the back office.
- c) At the home of the boss.

15 – If you fail a test purchase by Trading Standards/ Police what action will your employer take? {This is dependent on your own company policies}

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16 – What would you do if you suspected that a person (over 18) you were serving was going to pass the alcohol, tobacco or nicotine inhaling products onto persons who are under 18?

- a) Tut at them but still serve them.
- b) Serve them; it's nothing to do with you what they do with the product as they leave the store.
- c) Refuse the sale and advise the customer that it is an offence to supply alcohol, tobacco or nicotine inhaling products to persons under 18. This is called a Proxy Sale.

17 – If an adult buys alcohol/ tobacco/ nicotine inhaling products (NIPs) on behalf of an under 18 what are the potential fines associated with that offence? {Tick all that apply}

- a) £90 PND or CR or CC (Alcohol)
- b) £60 PND or DR or DD (Alcohol)
- c) Unlimited fine (Alcohol)
- d) £2500 fine (Tobacco/ NIPs)
- e) £5000 fine (Tobacco/ NIPs)
- f) £20000 fine (Alcohol)

**The following questions only apply if your store sells tobacco.**

18 – Select the criteria for when you can and can't open the Tobacco Display?

{Tick all that apply in the respective columns}

When you can open the display	When you can't open the display
Once I have assessed the customer's age and asked for ID if necessary.	If the customer looks under 25 and doesn't have valid ID.
As soon as a customer requests it to be opened.	If the customer is over 25 but has a person under 18 with them.
To re-stock/ clean/ maintain the gantry – but if the task is interrupted I must close it immediately.	To expose it for no good reason.
If the customer is over 25 but has a person under 18 with them.	To stock the shelves whilst you are serving a customer.

19 – A customer asks to buy just two single cigarettes what do you do?

- a) Open a pre-packaged box of cigarettes and serve them with 2 single cigarettes for 50p each.
- b) Tell them your store doesn't sell them.
- c) Refuse the sale because it is illegal to split pre-packed units of tobacco, but explain they can purchase a pre-packaged unit instead.

20 – What are the words on the Statutory Tobacco Notice?

- a) You will be asked for ID if you try to buy Tobacco and look under 25.
- b) Under 18's cannot buy Tobacco.
- c) It is illegal to sell tobacco products to anyone under the age of 18.

21 – Where should the Statutory Tobacco Notice be displayed?

- a) In the staff room.
- b) By the till and it doesn't matter if products obscure it so customers can't read it.
- c) At the point of sale of Tobacco, clearly visible so customers can read it.

**The following questions only apply if your store sells nicotine inhaling products.**

22 – What is classed as a nicotine inhaling product? {Tick all that apply}

- a) A nicotine inhaling device (used to inhale nicotine through a mouth piece) which is disposable.
- b) A nicotine inhaling device (used to inhale nicotine through a mouth piece) which is rechargeable.
- c) Tobacco papers i.e. Rizla.
- d) A nicotine cartridge (contains nicotine and forms part of a nicotine inhaling device).
- e) A nicotine refill substance (generally known as e-liquid).

23 – Who commits an offence for selling nicotine inhaling products to a person under 18?  
{Tick all that apply}

- a) The actual seller.
- b) All Staff who work at the store.
- c) The Business Owner.

**The following questions only apply if your store sells alcohol.**

24 – What ABV does a drink need to be above to be classed as alcohol?

- a) 2%
- b) 1.5%
- c) 0.5%

25 – Who commits an offence for selling alcohol to a person under 18? {Tick all that apply}

- a) The young person. (unless authorised by Trading Standards/ Police)
- b) The actual seller.
- c) All Staff who work at the store.
- d) The Business Owner.
- e) The Designated Premise Supervisor (DPS).
- f) The Licence Holder.

26 – What happens if you (as a staff member) serve alcohol to an under 18 and are caught by Trading Standards and/ or the Police? {Tick all that apply}

- a) They will shout at you.
- b) You can be issued with a CR/ CC/£90 PND or prosecuted and unlimited fine.
- c) Lose my job.
- d) I can lose my Personal Licence (if I have one).

27 – Who is the Designated Premise Supervisor (DPS) for this store?

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28 – Where would you find the Premise Licence Summary displayed in store?

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29 – Where would you find a full copy of the Premise Licence?

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30 – Where would you find your written authorisation to sell alcohol?

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**The following questions only apply if your store sells fireworks.**

31 – How old does the customer have to be to buy adult fireworks?

- a) 16
- b) 18
- c) 12

32 – How old does the customer have to be to buy sparklers?

- a) 16
- b) 18
- c) 12

33 – What times of year can your store actually sell fireworks?

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Score (out of 17/ 21/23/30/33)	Date	Staff name (Print)	Staff Signature	Trainer Signature

Full score is the expected pass mark. A re-sit will be required if not achieved.

### OTB.2 Age Restricted Sales Quiz Answers

Questions 1 – 3 should be answered using the table below:

Age Restricted Product (1)	Age Restriction (2)	Consequences for selling underage (3)
<i>Alcohol</i>	<b>18</b>	<i>Unlimited Fine and/ or 6months imprisonment</i>
<i>Butane</i>	<b>18</b>	<i>Unlimited Fine and/ or 6months imprisonment</i>
<i>Volatile Substances</i>	<b>18</b>	<i>Unlimited Fine and/ or 6months imprisonment</i>
<i>Fireworks</i>	<b>18</b>	<i>Unlimited Fine and/ or 3months imprisonment</i>
<i>Tobacco</i>	<b>18</b>	<i>£2500 fine</i>
<i>Tobacco Display</i>	<b>18</b>	<i>Unlimited Fine and/ or 6months imprisonment</i>
<i>Nicotine Inhaling Products</i>	<b>18</b>	<i>£2500 fine</i>
<i>National Lottery</i>	<b>16</b>	<i>Unlimited Fine and/ or 2 years imprisonment</i>
<i>Videos/ DVDs</i>	<b>12, 15, 18</b>	<i>Unlimited Fine and/ or 6months imprisonment</i>
<i>Video games</i>	<b>12, 16, 18</b>	<i>Unlimited Fine and/ or 6months imprisonment</i>
<i>BB Guns</i>	<b>18</b>	<i>Unlimited Fine and/ or 6months imprisonment</i>
<i>Knives &amp; Blades</i>	<b>18</b>	<i>Unlimited Fine and/ or 6months imprisonment</i>
<i>Spray Paints</i>	<b>16</b>	<i>£2500 fine</i>

4 –

Product with self imposed Age Restriction	Age Restriction
<i>Energy Drinks</i>	<b>16</b>
<i>Caffeine Supplements</i>	<b>16</b>

5 – (b) 6 – (c) 7 – (a) (e) (f) 8 – (c) 9 – (b) (c) 10 – (a). 11 – (c) 12 – (c) 13 – (b) 14 – (a).

15 – Company policies for a failed test purchase (Owner to complete) .....

16 – (c) 17 – (a) (c) (d)

18 –

When you can open the display	When you can't open the display
Once I have assessed the customer's age and asked for ID if necessary.	If the customer looks under 25 and doesn't have valid ID.
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If the customer is over 25 but has a person under 18 with them.	To stock the shelves whilst you are serving a customer.

19 – (c) 20 – (c) 21 – (c) 22 – (a) (b) (d) (e) 23 – (a) (c) 24 – (c) 25 – (a) (b) (d) (e) (f) 26 – (b) (c) (d)

27 – Designated Premise Supervisor (DPS) (Owner to complete) .....

28 – Location of Premise Licence Summary (Owner to complete; should be in the store and visible to customers) .....

29 – Location of Premise Licence (Owner to complete) .....

30 – Location of written authorisation to sell alcohol? (Owner to complete) .....

31 – (b). 32 – (b) 33 – **Between 15<sup>th</sup> October to 10<sup>th</sup> November; 3 days up to and including Diwali; 3 days up to and including New Year; & 3 days up to and including Chinese New Year.**