

Check 25 Knowledge Test

Full Name:	
Employer:	
Date:	
Signature:	

Check 25

1. What is the purpose of the Check 25 policy? (tick all that apply)

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	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2. 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	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3. 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	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4. What is proxy purchasing?

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5. What features do you look for on a proof of age standards scheme (PASS) card? (tick all that apply)

PASS hologram	Passport number	ACPO logo	Place of birth	UV markings
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Where is the refusals log kept?

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Lancashire Community Alcohol Network - working together to keep young people safe.

www.lancashire.gov.uk/lancan

Working in partnership



Lancashire Constabulary
police and communities together



6. 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

☐**7. 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

☐**8. Which of the following is acceptable ID? (tick all that apply)**

Passport

☐

Bus pass

☐

Birth certificate

☐

College ID

☐

PASS Card

☐**Alcohol****9. 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)**

Penalty Notice for Disorder

☐

Formal Caution

☐

Prosecute the seller

☐

Prosecute the owners of the business

☐

Review the licence

☐**10. 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

☐**11. Sale of alcohol to a person under 18 years of age 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****12. 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

☐

13. 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	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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

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