

Check 25 Knowledge Test (with answers)

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

4. What is proxy purchasing?

Proxy purchasing is where an adult aged 18 or over buys alcohol and then goes on to supply the alcohol to a person aged under 18

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

Where is the refusals log kept?

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

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

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

Passport	Bus pass	Birth certificate	College ID	PASS Card
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

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

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

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

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

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

Fireworks, lottery, solvents, paints, knives, alcohol, tobacco etc etc

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

www.lancashire.gov.uk/lancan

