ANSWERS - Induction Worksheet - Knowledge Test to Prevent Underage Sales of Alcohol and Tobacco.

1	What is the purpose of your age verification policy? (tick all that apply) **2 points**	1 - To ensure I play my part to prevent underage sales of age restricted products	☑
		2 - To encourage customers to produce ID	☐
		3 - To encourage staff to talk to customers more	☐
		4 - To comply with Trading Standards requirements	☑
2	When should you refuse to sell an age-restricted product? (Tick all that apply) **3 points**	1 - If you have any doubts about a customer's age	☑
		2 - If you suspect that ID is not genuine	☑
		3 - If you suspect that it will be supplied to an under 18	☑
		4 - You never have to refuse a sale of age-restricted products because all of your customers are known to you and over 18	☐
3	What should you do if a customer becomes abusive whilst you're asking for ID? (Tick all that apply) **1 point**	1 - Shout back at them	☐
		2 - Ignore them and walk away	☐
		3 - Remain calm and explain that you are unable to serve without ID	☑
		4 - Serve them so you can get rid of them	☐
4	What is proxy purchasing? **1 point**	**Proxy purchasing is where an adult supplies an age restricted product to a person who is under the legal age to purchase one themselves**	
5	1 - If somebody was born on 30th April 1993 how old are they today? **1 point**		
	2 - If somebody was born on 9th February 1981 how old are they today? **1 point**		
	3 - If somebody was born on 18th October 1988 how old are they today? **1 point**		
6	What features do you look for on a proof of age standards scheme (PASS) card? (tick all that apply) **3 points**	1 - PASS hologram	☑
		2 - Passport number	☐
		3 - ACPO logo	☑
		4 - Place of birth	☐
		5 - UV markings	☑
7	Which of the following is acceptable ID? (tick all that apply) **2 points**	1 - Passport	☑
		2 - Student Card	☐
		3 - Bus Pass	☐
		4 - PASS Card	☑
		5 - Birth Certificate	☐
8	Can you split tobacco products for single sale? **1 point**	1 - If the customer is over the age of 18	☐
		2 - If the packet has been damaged	☐
		3 - No	☑
		4 - If the customer can't afford a full packet	☐
	Pass rate is 13/16 (80%)		