

## ANSWERS - Worksheet 2 - Knowledge test to prevent underage sales of e-cigarettes and e-liquids

1	If e-cigarettes or e-liquids are sold to a person under the age of 18 who can be held responsible? <b>2 points</b>	1	<b>THE SELLER</b>	
		2	<b>THE BUSINESS</b>	
2	What is the name of the defence you could offer in court? <b>1 point</b>	<b>DUE DILIGENCE</b>		
3	Name five measures you have in place at work to prevent e-cigarettes or e-liquids being sold to under 18s. We'll start you off with the first one! <b>5 points</b>	1	<b>STAFF TRAINING / REGULAR BRIEFINGS</b>	
		2	<b>POSTERS / MUTUAL STAFF SUPPORT</b>	
		3	<b>CHECK 25 POLICY / DATE OF BIRTH CALCULATOR</b>	
		4	<b>CCTV / TILL PROMPTS</b>	
		5	<b>CONSISTENT REFUSALS AND CHALLENGES</b>	
4	As a minimum, how many times a year should you be trained on preventing under age sales? <b>1 point</b>	<b>TRADING STANDARDS RECOMMENDS THAT STAFF SHOULD BE TRAINED IN PREVENTING UNDER AGE SALES AT LEAST TWICE PER YEAR. THIS SHOULD BE SUPPLEMENTED BY REGULAR STAFF BRIEFINGS AND DISCUSSIONS USING THE REFUSALS AND CHALLENGES RECORDS AS A TOPIC.</b>		
5	If somebody was born on 14th November 1979 how old are they today? <b>1 point</b>			
6	If an adult buys e-cigarettes or e-liquids for an under 18 and gives it to them, do they break the law? <b>1 point</b>	<b>YES</b>		
7	Name 2 things you can do to try and stop this happening. <b>2 points</b>	1	<b>MONITOR CCTV TO ASSESS IF UNDER 18S ARE APPROACHING ADULTS OUTSIDE YOUR PLACE OF WORK</b>	
		2	<b>MAKE CHALLENGES WHERE APPROPRIATE AND POINT TO POSTER STATING THE LAW ON ADULTS SUPPLYING TOBACCO TO UNDER 18S</b>	
8	If you ask for ID and a customer becomes aggressive, describe something you can do to defuse the situation. <b>1 point</b>	<ul style="list-style-type: none"> <li>• <b>MAINTAIN EYE CONTACT</b></li> <li>• <b>POINT TO THE CHECK 25 POSTER AND EXPLAIN IT'S YOUR JOB</b></li> <li>• <b>EXPLAIN THAT EVERYTHING IS BEING RECORDED ON CCTV AND YOU'RE SUPPORTED BY POLICE AND TRADING STANDARDS</b></li> </ul>		
9	If somebody was born on 9th May 2003 how old are they today? <b>1 point</b>			
10	If you refused to serve a customer e-cigarettes or e-liquids on the basis of them not producing valid ID, what type of information would you record and where? <b>3 points</b>	Where?	<b>1. ELECTRONICALLY ON TILL SYSTEM</b> <b>2. REFUSALS AND CHALLENGES RECORD SHEET/BOOK</b>	
		Type of information	1	<b>DATE/TIME - DESCRIPTION</b>
			2	<b>WHAT THEY ASKED FOR</b>
<b>Pass rate is 14/18 (80%)</b>				

