

Reference: 006SOPC25ASSESSv1

Name:

Assessment Date:

Date of Next Assessment:

(Assessments must take place every 3 months)

## CHALLENGE 25 ASSESSMENT

1.	What is the legal age someone has to prove they are to purchase e-cigarettes/vaping products? (1 point)
2.	What is the maximum fine that can be imposed if e-cigarettes/vaping products are sold to someone underage? (1 point)
3.	Who else can be held responsible as well as the member of staff if e-cigarettes/vaping products are sold to someone underage? (1 point)
4.	What is the legal age someone has to prove they are to buy a ticket or prize on a National Lottery ticket or Gamestore scratchcard? (1 point)
5.	List three items that are acceptable as valid proof of age. (3 points)
a. ....	
b. ....	
c. ....	
6.	If someone cannot produce satisfactory ID, then is accepting verbal confirmation of their age satisfactory proof of age and should you proceed with the sale? (1 point)

Score \_\_\_\_\_ /8



## CHALLENGE 25: ALCOHOL ASSESSMENT

**Instructions:**

***This assessment should only be completed if you sell alcohol in your store.***

For each question below, please write in your answer. The number of points available for each question is shown in brackets. PTSA's to complete questions 1-9, all store management complete questions 1-12.

1.	List 3 possible consequences for a colleague if they sell alcohol to underage customers (3 points)
	a..... b..... c.....
2.	What is our Challenge 25 Policy? (1 point)
3.	What is a proxy sale? (1 point)
4.	List 2 people who are responsible in the eyes of the law, for making sure customers are old enough to buy alcohol? (2 points)
	a..... b.....
5.	List 3 people you are not allowed to sell alcohol to (3 points)
	a..... b..... c.....
6.	Who conducts test purchases to make sure that we are working within the law? (2 points)



7.	Why might you refuse to accept ID the customer has given you? (3 points)
8.	How do you record a refusal to sell Alcohol? (1 point)
9.	Why is it important to make eye contact when serving a customer alcohol? (2 points)
10.	<b>STORE MANAGEMENT QUESTION</b> A colleague has been approached by a Trading Standards Officer informing them that they have been observed selling alcohol to an underage person and they intend to issue them with an on the spot fine. Once you have removed the Till Operator from the checkout, what would you advise them? (2 points)
11.	<b>STORE MANAGEMENT QUESTION</b> What should you do if a Police or Trading Standards Officer cautions you or any of your colleagues outside working hours? (1 point)
12.	<b>STORE MANAGEMENT QUESTION</b> What are you looking for during your review of the Heron Foods Refusal register? ( 2 points)

Score \_\_\_\_\_ /18(STORE MANAGEMENT 23)

**THIS ASSESSMENT IS TO BE COMPLETED BY ALL STAFF, SIGNED OFF BY THE STORE MANAGER THEN FILED IN THE CHALLENGE 25 BOX FILE 14**

**IN-STORE:**

**DO NOT SEND IT TO STORE SUPPORT CENTRE VIA RED HR POST BAG**

**THIS IS YOUR RECORD THAT YOUR STAFF HAVE FULLY UNDERSTOOD THE CHALLENGE 25 POLICY AND THEIR RESPONSIBILITIES.**