



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)
18	
2.	What is the maximum fine that can be imposed if e-cigarettes/vaping products are sold to someone underage? (1 point)
£2,500	
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)
The owner of the business	
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)
16	
5.	List three items that are acceptable as valid proof of age. (3 points)
<ul style="list-style-type: none"> a. Passport b. Driving Licence c. Proof of Age Standards Scheme 	
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)
NO in both cases	

Score _____ /8

Alcohol Assessment

1. List 3 possible consequences for a colleague if they sell alcohol to underage customers (3 points)
Any 3 of the following: They are given the option to pay an on the spot £90 fine on alcohol (payable within 21 days) <p style="margin-left: 40px;">They are given the option to accept a police caution Prosecution in a court which could result in a fine and criminal record Disciplinary action by Heron</p>
2. What is our Challenge 25 Policy? (1 point)
Challenge 25 means that instead of only asking customers who look under the relevant age for the age restricted product to provide proof of age, we ask anyone who looks under 25
3. What is a proxy sale? (1 point)
This is when you know that a customer is attempting to buy alcohol for someone under 18
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)
Any 2 of the following: Designated Premises Supervisor (Personal Licence Holder) Individual cashier Manager on duty
5. List 3 people you are not allowed to sell alcohol to (3 points)
Customer who looks under 25 and cannot provide ID Customer who is drunk Customer who you are certain is buying alcohol on behalf of someone under 18
6. Who conducts test purchases to make sure that we are working within the law? (2 points)
Undercover police officers Trading standard officers
7. Why might you refuse to accept ID the customer has given you? (3 points)
Any 3 of the following: If the ID does not have a photo If the ID does not have a date of birth If it is not one of our accepted forms of ID If the ID has expired If the ID has signs of tampering
8. How do you record a refusal to sell Alcohol? (1 point)
In the Heron Foods Challenge 25 & Lottery Refusal Register located at the main till, ensuring you include a description of the customer

9. Why is it important to make eye contact when serving a customer alcohol? (2 points)
Any 2 of the following: Assess if they are drunk or under the influence of drugs Assess if ID is required Check if the photo on the ID is actually them So you can describe them accurately in the Refusal Register
10. STORE MANAGEMENT QUESTION 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)
Advise the colleague not to enter into any debate or dispute as anything said following a caution could be used against them if taken to court The fine does not have to be accepted here and now. It does not need to be paid immediately as colleagues have 21 days to decide to take the fine
11. STORE MANAGEMENT QUESTION What should you do if a Police or Trading Standards Officer cautions you or any of your colleagues outside working hours? (1 point)
Contact your Area Manager immediately
12. STORE MANAGEMENT QUESTION What are you looking for during your review of the Heron Foods Refusal register? (2 points)
Any 2 of the following: Are all cashiers who have been on tills registering declines Are there any trends? Days or times when no declines or a high number of declines taking place Are declines being accurately recorded

Score _____ /18(**STORE MANAGEMENT 23**)