Age Restricted Goods Training Package
For Sales Staff

This training pack has been put together to help provide advice and assistance to persons who sell products that carry age restrictions. It is very important that certain products, especially alcohol, knives and aerosols are not sold to persons who are under age. Problems with anti-social behaviour, teenage pregnancies, assaults and also health problems can be directly linked to the misuse of age restricted products.

It is the role of County and District Councils and the Police to help reduce the impact of these products and to provide enforcement action against individuals who sell or pass on products to children.

The authorised organisations above have responsibility for carrying out the following functions:

- **Carry Out Investigations**
  Enforcement officers will investigate complaints and information received that alleges age restricted products are being sold to children.

- **Prosecutions/ Spot Fines**
  The authorised organisations have powers to prosecute both the seller of age restricted products and the responsible person (dedicated Premise Supervisor) and/or the Business. Sellers may receive a fixed penalty fine for selling products to children.

- **Review Alcohol Licences**
  Authorised organisations can also request a review of licensing conditions and in certain circumstances ask for a licence to be revoked.

- **Test purchase of age restricted goods** including: ALCOHOL, TOBACCO and FIREWORKS. Test purchases are carried out by children under close supervision of enforcement officers. Children will visit premises and attempt to purchase age restricted goods.

- **Providing Advice and Support to Licensed Premises and Retailers**
  Access to business advice and support is available from County and District Councils, supporting businesses to get things right first time. Point of Sale materials are also available.

**IMPORTANCE OF STOPPING UNDERAGE SALES**
The misuse of age restricted products can lead to the following problems:

- Anti-social behaviour
- Violence
- Accidents
- Physical and mental health problems
- Poor school performance
**Age Restricted Products**

Certain products carry different age restrictions and can only be purchased by persons aged **16** or **18**. Do you know the age restriction for the following products?

**Question 1.**
Please note next to the product whether a person needs to be **16** or **18** to buy that product.

<table>
<thead>
<tr>
<th>Product</th>
<th>Age (Please note whether you think the age restriction is 16 or 18)</th>
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</thead>
<tbody>
<tr>
<td>Alcohol</td>
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<tr>
<td>Solvents</td>
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<tr>
<td>Lighter Gas</td>
<td></td>
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<td>Aerosols</td>
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<td>Glue</td>
<td></td>
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<tr>
<td>Paint Thinners</td>
<td></td>
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<td>Correction Fluid</td>
<td></td>
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<tr>
<td>Tobacco Products</td>
<td></td>
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<tr>
<td>Fireworks</td>
<td></td>
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<tr>
<td>Offensive Weapons (knives)</td>
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<tr>
<td>Lottery Tickets</td>
<td></td>
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<tr>
<td>Lottery Scratch Cards</td>
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<tr>
<td>Petrol</td>
<td></td>
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<tr>
<td>Liqueur Chocolates</td>
<td></td>
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<tr>
<td>Party Poppers</td>
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<tr>
<td>Caps</td>
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</table>
Stop Think Ask Refuse- STAR

We are asking all persons involved in the sale of age restricted products, particularly alcohol to actively embrace the principles of the S.T.A.R. scheme.

Sellers should:
Stop
The majority of underage, illegal, sales are carried out by busy sales staff that don't look up and consider the age of the customer in front of them.

Think
Pause for a second and consider the age of the person buying, do they look under 25?

Ask
If the customer looks under 25 then please ask the customer for identification.

Refuse
If the customer cannot provide I.D at this point then refuse the sale. If you refuse a sale then note this in your refusals register.

As a member of the Worcestershire S.T.A.R. scheme businesses agree to the following:

- Ensure that the business has procedures in place to prevent sales of age restricted products to minors.
- Agree to work with authorised bodies (County and District Councils and Police) within Worcestershire.
- Commit to accept free training or training packs from Worcestershire Fair Trading Officers.
- Commit to continued staff training to ensure age restricted products are not sold to underage persons.
- Commit to actively discourage any customers taking part in anti-social behaviour within the premises or on the street outside.
- Adopt a think **25** policy when checking all alcohol buyers.
- The business will only accept a Citizen Card, other PASS accredited cards or a Photo driving licence or Passport.
- If employees are under **18** each and every sale of alcohol will be monitored and supervised by a staff member who is over **18**.
- Where practicable all age restricted goods will be kept behind the counter or will be displayed within sight of the checkout.
Why do I need to worry about selling to persons underage?

Your own Benefit
Selling age restricted goods to children is actually a criminal offence. You could be prosecuted or receive a fixed penalty notice. If you are prosecuted you will have a criminal record.

Social Benefits
As alcohol and other substances are directly linked to anti-social behaviour you can have a direct impact on the quality of your community.

Refusing a sale may prevent other members of your community from being affected by alcohol fuelled incidents.

Safeguard Your Business or The Business You Are Employed By
Sales of alcohol to underage individuals can lead to a premise losing an alcohol licence. This would have a dramatic impact on the profitability of the business and could affect the livelihood of both staff and owners.

If you are caught selling alcohol to underage persons you may also be subject to disciplinary action and dismissal.

Question 2.
Please list 2 effects underage drinking can have on your local community:

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Who is Responsible For Ensuring That Alcohol Is Not Sold To Underage Persons?

The Seller

It is the seller’s responsibility to ensure that they do not sell alcohol or other age restricted products to underage persons.

It is not a defence to say that you did not know the person was under 18.

Challenge everyone who looks under 25, ask them for photographic I.D.

If they cannot provide I.D then refuse the sale.

The Designated Premise Supervisor (DPS)

The DPS is liable if they sell alcohol to underage persons. However it is the responsibility of the DPS to ensure that no sales are made to underage persons from that premise. Sales could lead to a review of the premise licence.

The Business or Company

The employer can also be liable for the sale of alcohol by an employee.

The business must show that they have taken all reasonable steps to avoid a member of staff selling alcohol.

Meaningful staff training and clear point of sale information is a must for employers who want to take reasonable steps.

Warning alarms on modern checkouts can also be utilised for age restricted products. This assists staff by asking them to clarify that the person buying is over 18.

Question 3.
Do you have a warning on your till? – Please Check:
Yes [ ]
No [ ]

What Point of Sale Information is displayed on your premises? (Please List Below)

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What are the Punishments?

- £80 fixed penalty fine.
- Prosecution, which could lead to a fine or imprisonment.
- Liquor licence can be reviewed or revoked. A second offence will automatically lead to a review of the licence.

Challenge 25

It is not easy to judge the age of some youngsters, particularly when they are "dressed up" to go out. For this reason all premises are being encouraged to adopt CHALLENGE 25. This requires all sellers to ask anyone who looks under the age of 25 to provide photographic I.D.

Point of sale information will be available to support staff with this initiative, including posters notifying customers that if they look under 25 they will be challenged for I.D.

Do I have to sell?

Under contract law it is up to the seller if they want to sell goods to customers. A customer cannot demand that you sell any product to them.

Goods remain the property of the shop or premises until the sales assistant has accepted the money from the customer.

How to refuse

It is not always easy to refuse a sale. Teenagers can be intimidating and have excuses:

- "It's for my mother"
- "I have never been asked before"
- "I will bring I.D next time"
- "I have always been served before today"
- "My parents know I drink and don't mind"

You must refuse if the person cannot prove that they are 18 or over.

- Always be polite but do not allow yourself to be intimidated.
- Explain that it is shop policy to ask for I.D and point to the signs displayed in the shop.
- Explain that you could lose your job if you sell.
Identification

If you are unsure of someone's age always ask for identification, if they are over 18 they are generally flattered to look younger than their age.

Acceptable forms of Identification:

Acceptable forms of I.D include:

- Driving licence
- Passport
- P.A.S.S proof of age cards (Citizencard)

Always check the photo - it is surprising how many youngsters use other persons' I.D and gamble that the photo will not be looked at.

Only accept photographic I.D

Do not accept

- Photocopies of birth certificates or other identification.
- Notes from an older parent/guardian or family member asking that you send alcohol back with an underage person.
- Bank cards/credit cards with no photograph.
- Sports Club/Social Club identification that is not approved.
- Driving licence without the photographic I.D.

REMEMBER NO I.D NO SALE

Question 4.
Please list 3 forms of I.D which are acceptable:

a) ..............................................................................................................................................

b) ...................................................................................................................................................

c) ....................................................................................................................................................
Refusals Register

- When you refuse a sale you should always fill in the refusals register.
- This provides evidence that you are refusing sales.
- Shows the Designated Premise Supervisor any patterns when attempts are made.
- Demonstrates to an enforcement officer that refusals do occur.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Description of Minor (Age Male Female)</th>
<th>Asked for ID</th>
<th>Product Requested</th>
<th>Staff Initials</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

Question 5.

a) Where is your premises' refusals register stored?

b) How often does your DPS check your refusals register to ensure that it is being used correctly?
**Older People Making Purchases For Underage Persons**

- It is illegal for adults to buy alcohol on behalf of a minor.
- Look out for young people hanging around and approaching adults outside your shop.
- If you believe that alcohol products are being purchased for minors challenge the buyer and advise them that it is an offence to buy these goods for minors.

Remember – you could be assisting a crime if you know that an adult is buying alcohol for a child and allowing these sales may also have implications for any future renewal of your liquor licence.

If you have problems with older persons attempting to buy alcohol for minors and / or there is anti-social behaviour outside your premises, then this should be reported to your local Policing Officer.

**Question 6.**

**Do you know how to contact your local Policing team or know the number for West Mercia Police?**

a) Please find out who represents your local Policing team and list their names below:

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Hint: [www.westmercia.police.uk/localpolicing](http://www.westmercia.police.uk/localpolicing)

b) What number should you call to report adults buying alcohol for children, or anti-social behaviour?

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Hint: [www.westmercia.police.uk/contact-us/](http://www.westmercia.police.uk/contact-us/)
Please check the age restrictions on the products listed below and then check the answers that you provided to question 1.

<table>
<thead>
<tr>
<th>Product</th>
<th>Supply to</th>
<th>Maximum penalty for selling to underage persons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tobacco products</td>
<td>18 and over</td>
<td>£2,500</td>
</tr>
<tr>
<td>Offensive Weapons/Knives</td>
<td>18 and over</td>
<td>£5,000 &amp; up to 6 months</td>
</tr>
<tr>
<td>Caps, cracker snaps, novelty matches, party poppers, serpents and throw downs</td>
<td>16 and over</td>
<td>£5,000 &amp; up to 6 months</td>
</tr>
<tr>
<td>Fireworks and sparklers</td>
<td>18 and over</td>
<td>£5,000 &amp; up to 6 months</td>
</tr>
<tr>
<td>Videos, video and computer games: Classification 12</td>
<td>12 and over</td>
<td>£5,000 &amp; up to 6 months; imprisonment</td>
</tr>
<tr>
<td>Videos, video and computer games: Classification 15</td>
<td>15 and over</td>
<td>£5,000 &amp; up to 6 months; imprisonment</td>
</tr>
<tr>
<td>Videos, video and computer games: Classification 18</td>
<td>18 and over</td>
<td>£5,000 &amp; up to 6 months; imprisonment</td>
</tr>
<tr>
<td>Volatile substances/solvents</td>
<td>18* and over</td>
<td>£5,000 &amp; up to 6 months</td>
</tr>
<tr>
<td>Crossbows</td>
<td>18 and over</td>
<td>£5,000 &amp; up to 6 months</td>
</tr>
<tr>
<td>Airguns and pellets</td>
<td>18 and over</td>
<td></td>
</tr>
<tr>
<td>Lighter refills containing butane</td>
<td>18 and over</td>
<td>£5,000 &amp; up to 6 months</td>
</tr>
<tr>
<td>Lottery tickets/Instant Win cards</td>
<td>16 and over</td>
<td>£5,000 &amp; up to 2 years</td>
</tr>
<tr>
<td>Aerosol paint</td>
<td>16 and over</td>
<td>£2,500</td>
</tr>
<tr>
<td>Alcohol</td>
<td>18 and over</td>
<td>£5,000 &amp; forfeit of licence</td>
</tr>
</tbody>
</table>

A table showing the Classifications regarding supply of recordings

<table>
<thead>
<tr>
<th>ABBREVIATION</th>
<th>CLASSIFICATION</th>
<th>ONLY TO BE SOLD TO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>U</td>
<td>Universal</td>
<td>Unrestricted</td>
</tr>
<tr>
<td>Uc</td>
<td>Universal – particularly suitable for children</td>
<td>Unrestricted</td>
</tr>
<tr>
<td>PG</td>
<td>Parental Guidance – general viewing but some scenes may be unsuitable for young children</td>
<td>Unrestricted</td>
</tr>
<tr>
<td>12</td>
<td>Suitable only for persons 12 years and over</td>
<td>12 years and over</td>
</tr>
<tr>
<td>15</td>
<td>Suitable only for persons 15 years and over</td>
<td>15 years and over</td>
</tr>
<tr>
<td>18</td>
<td>Suitable only for persons 18 years and over</td>
<td>18 years and over</td>
</tr>
<tr>
<td>R18</td>
<td>Suitable only for persons 18 years and over</td>
<td>18 years and over in a licensed sex shop</td>
</tr>
</tbody>
</table>
Declaration

- Name..............................................................................................................
- Premises
  Name/Address................................................................................................
  ......................................................................................................................
  ......................................................................................................................
  ......................................................................................................................
- Position............................................................................................................

I have completed the underage sale training pack and I understand my responsibilities relating to the sale of age restricted products.

- Signed............................................................................................................
- Date...................................................................................................................

Training to be updated every 12 months, next update is due:
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This training pack should be added to your employee's file.

The following page should be returned to Worcestershire Trading Standards.
Declaration

- Name………………………………………………………………………

- Premises

  Name/Address………………………………………………………………
  ……………………………………………………………………………
  ……………………………………………………………………………
  ……………………………………………………………………………

- Position……………………………………………………………………

- I have completed the Underage Sale training pack and I understand my responsibilities relating to the sale of age restricted products.

- Signed……………………………………………………………………

- Date………………………………………………………………………

Please return to:
Worcestershire Regulatory Services
Po Box 866
Worcester
WR1 9NP
Tel: 01905 822799