

APPENDIX B.3

Staff training checklist for -- alcohol

Staff member full name: ABDUL RAUF

A new checklist should be used to record when;

- a new staff member is appointed
- changes to the shops alcohol licence or policies have occurred
- when carrying out refresher training for existing staff.

It is an important way to demonstrate how you are trying to comply with the specific requirements of your alcohol licence and the objectives of 2003 Licensing Act, so should be kept in a safe place. We would recommend best practice is to keep completed checklists on the shop premises in a clearly labelled and accessible 'alcohol licence' file.

1. What the law says about selling alcohol & the penalty staff and the business can face if an underage sale occurs?	
2. That the shop has to have a licence to sell alcohol. That they understand what the licence requires and the consequences for them and the business should any person sell alcohol in breach of any aspect of the alcohol licence.	
3. What the alcohol licence and annexed conditions requires. For example this includes basic requirements, such as; ensuring alcohol is only sold during licensing hours, mandatory conditions as well as any conditions that are set out in the Annexes to the alcohol licence that are specific to your individual premises, e.g. where in the shop alcohol can be displayed for sale.	
4. Why selling alcohol underage and underage drinking is a problem for local communities, as well as the harm caused to underage drinkers themselves?	
5. What your shop policy is for challenging customers for proof of age?	
6. What your shop policy is, for the types of proof of age (ID) staff should accept?	
7. What to look out for in relation to fake ID and how to check ID to ensure the person is who they claim to be?	
8. What to do if they challenge someone using fake or someone else's ID?	
9. How to operate any 'till prompt' system installed?	
10. The signs to look out for that the customer may be buying alcohol for others who are underage ('Proxy purchasing')?	
11. What staff should do if they suspect the person they are serving is a 'proxy purchaser'?	

Staff training checklist for -- alcohol

Staff member full name: ADDY RAVE

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- changes to the shops alcohol licence or policies have occurred
- when carrying out refresher training for existing staff.

It is an important way to demonstrate how you are trying to comply with the specific requirements of your alcohol licence and the objectives of 2003 Licensing Act, so should be kept in a safe place. We would recommend best practice is to keep completed checklists on the shop premises in a clearly labelled and accessible 'alcohol licence' file.

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8. What to do if they challenge someone using fake or someone else's ID?	
9. How to operate any 'till prompt' system installed?	
10. The signs to look out for that the customer may be buying alcohol for others who are underage ('Proxy purchasing')?	
11. What staff should do if they suspect the person they are serving is a 'proxy purchaser'?	

12. What your shop policy is if a customer becomes aggressive because of a refusal to sell alcohol and steps staff should take to protect themselves?

13. What to do if person they are serving is 'drunk' and what your store policy is as to what 'drunk' means?

14. Where and how to record any refusals to sell, challenges for proof of age, use of fake ID or any other incidents such as aggressive or abusive customers etc?

15. Why it is important to record incidents/refusals to sell?

16. The law that staff under the age of 18 are not allowed to sell alcohol to anyone and the consequences for breaking this law?

17. What the shop policy is for an under 18 year old to get authorisation for sales involving alcohol?

The above areas are a best practice minimum only.
 Use the section below to write down other areas of shop practice that you train staff on, that will help you avoid selling alcohol to under 18's or help your shop comply with the objectives of the licensing Act 2003. For example, if you operate a banning system for problem customers, what do staff need to know for it to operate successfully?
 (If you need more space, note this is the case below and securely attach an additional sheet).

Full name of person trained <i>ABDUL RAVIF</i>	Signature 	Position in shop <i>Shop assistant</i>	Date dd/mm/yyyy <i>03/14/13</i>
Full name(s) of trainer(s) <i>Mustafa Keles</i>		<i>Owner</i>	
Full name of Designated Premises Supervisor or personal licence holder, authorising person trained to sell alcohol. (NB Under 18's cannot be authorised to sell alcohol).			

Designated Premises Supervisor

- You **must** ensure that all staff are fully trained and aware of age restrictions on products at the start of their employment. You should also ensure that training is repeated at regular intervals to ensure that staff do not forget or become complacent.
- In order to demonstrate that you have trained your staff you **must** keep records of any training or instructions given. Ask employees to date and sign training records to confirm that they have understood. *A sample training record sheet is attached for your convenience.*
- Reminders of the law at the point of sale are a good idea – this can be by means of a 'till prompt' if you have an EPOS system or by stickers or notices on the tills.
- Ensure that you train your staff regarding acceptable forms of ID and how to recognise fake or forged ID.
- You should set up a 'Refusals Log' where staff can record the occasions on which they refuse a sale. *A sample log sheet is attached for your convenience.*
- You should check this record frequently and sign it to show that it is being monitored. You should ensure that refusals are being recorded by all members of staff.
- You have a responsibility to ensure that your staff are complying with the law as you will be liable for any illegal sales that take place – whether you are present or not.
- Ensure that any members of staff who are under 18 are supervised and not left to work alone. It is an offence to allow an under 18 to sell alcohol unless the sale has been specifically approved by a responsible person. This means **each and every sale**. The person approving the sale must be satisfied that the purchaser is over 18.
- Adopt an 'over 21' policy whereby any customer who looks under 21 is asked to provide identification when attempting to purchase alcohol.
- A summary of the premises licence for the sale of alcohol must be displayed in the store, in a conspicuous place.

Penalties

If you are found guilty of selling alcohol to a person under 18 you can be fined up to £5,000.

In addition, a review of personal and/or premises licences may be sought which may result in revocation of the licence.

1117
10-12-12
All staff read and discuss this afternoon
REMEMBER when training your staff
Thanks

Licensed hours

You can carry out the sale of alcohol during the following periods:

COMPLETE FROM YOUR LICENCE

Note: the penalty for selling outside permitted hours is substantial - max £20,000 fine and/or six months imprisonment

Consumption Off the Premises

A condition of your premises licence is that sales are made for consumption off the premises only. This means that customers **MUST NOT** consume alcohol on the premises. Therefore you and your staff must ensure that customers

DO NOT DRINK ANY ALCOHOL:

In the shop

On the pavement

In the street close to the premises

In any garden or Church area near the premises (even if this is a designated 'picnic area')

The only exception to this rule is a promotion offering customers a **FREE TASTING**, provided that there is no charge for the sample and that it is not given free with another purchase.

Note: the fine for permitting alcohol to be consumed ON the premises is substantial.

Licensed to sell

Under the terms of the grant of the premises licence:

It is an offence to serve alcohol to anybody unless the staff member has been authorised to do so by the DPS or a PLH

It is an offence to sell alcohol to anybody from premises without a premises licence and/or without a named Designated Premises Supervisor who is in possession of a personal licence.

Under-age sale or purchase of alcohol

It is an offence to sell alcohol to anyone under the age of 18, or to anyone purchasing alcohol on behalf of someone under the age of 18 - proxy sales. It is also an offence for any person under 18 to buy or attempt to buy alcohol.

It is an offence for anybody under 18 to sell alcohol to anybody unless authorised to do so by a personal licence holder and only then with each individual sale supervised by an authorised member of staff who is over 18.

Checking proof of age – Challenge 25

When you ask somebody to produce proof of age in order to complete a purchase you must ensure that only an approved form of identification is accepted and that you check it correctly :

Only accept

- a valid passport
- a european style photo driving licence
- a PASS accredited card such as
 - Validate card
 - CitizenCard

Always check pic and person face

Always ask for the identification to be handed to you for authentication purposes

Check that

5. Passport

- the passport date – it is valid
- the photograph – it belongs to the customer
- date of birth – the customer is old enough to complete the purchase

*- Never sell if someone already drunk
- Never sell uniform police, fireman
- Never sell if u know she is a prostitute*

6. European style driving licence

- the licence date – it is valid
- the photograph – it belongs to the customer
- date of birth – the customer is old enough to complete the purchase

7. PASS cards

- the card is completely flat with no raised edges around the photo or PASS logo – **reject the card if it is not flat**
- the PASS logo hologram 3d effect is working
- the card date – it is valid
- the photograph – it belongs to the customer
- date of birth – the customer is old enough to complete the purchase

8. The customer

- matches the photograph on the card
- is not acting suspiciously
- has not altered the card offered in any way

If you are in any doubt about the validity of the identification offered or the age of the customer even with the identification

**you MUST refuse the sale
and record the details in the refusals book
and report the incident to your supervisor by shift end**

If a customer **looks under 25** they **MUST** be challenged to prove that they are over 18 by producing photographic proof of age which must include a photograph and a holograph and state the full date of birth of the customer. The **only** forms of proof of age that we will accept are:

- A passport
- A European style photo driving licence ✓
- A PASS accredited Proof of Age ID card such as : ✓
 - the Validate card
 - the CitizenCard

WE DO NOT ACCEPT ANY OTHER FORMS OF ID UNDER ANY CIRCUMSTANCES

Note: the penalty for the member of staff selling alcohol to an under aged person ranges from a fixed penalty notice to a criminal conviction and a substantial fine.

Staff must ensure that they are completely satisfied as to the customer's age **BEFORE** they make the sale and Staff should be instructed not ask other staff members or 'take someone's word' that they are over 18 and should always use **CHALLENGE 25**.

There are only limited defences if an under-age sale is made and the impact on the DPS or personal licence holder is dependant on who made and who authorised the sale; remember, the only evidence required to prove an under-age sale was made is the actual age of the child and that the sale was made. If a member of staff makes an under-age sale they can accept a fixed penalty notice of £80 by which they admit their guilt. That is the end of the matter as far as the authorities are concerned with that individual; although disciplinary action could well follow from management as well as the premises licence being reviewed by the licensing authorities.

You must advise your staff that you are monitoring them on a weekly basis on the recorded CCTV imagery and that you are also observing them when serving using the observations as a training tool.

Refusals Book

~~If a sale of alcohol (or any other age restricted products such as cigarettes, tobacco, lottery tickets etc) is refused the server **MUST** enter the details of the refusal in the **REFUSALS BOOK**. This will help you maintain evidence that under-age sales are being refused and can act as a training tool for your staff.~~

Staff have the right to refuse to sell any alcohol product, provided that the reasons for refusal are not based on discrimination on the grounds of sex, race or disability and they have a duty not to sell age restricted products to anybody under age.

You should maintain an incident log to record all incidents that occur at the premises outside of normal activity and you should monitor that it is being used and use its content for training when possible. A simple diary can suffice as an Incident Log providing all staff are trained in its use and its location is accessible as with the refusals book for use by all.

Checking proof of age – Challenge 25

When you ask somebody to produce proof of age in order to complete a purchase you must ensure that only an approved form of identification is accepted and that you check it correctly :

Only accept

- a valid passport
- a european style photo driving licence
- a PASS accredited card such as
 - Validate Card
 - CitizenCard

Always ask for the identification to be handed to you for authentication purposes

Check that

1. Passport
 - the passport date – it is valid
 - the photograph - it belongs to the customer
 - date of birth – the customer is old enough to complete the purchase
2. European style driving licence
 - the licence date – it is valid
 - the photograph – it belongs to the customer
 - date of birth – the customer is old enough to complete the purchase
3. PASS cards
 - the card is completely flat with no raised edges around the photo or PASS logo – **reject the card if it is not flat – it may have a changed photo**
 - the PASS logo hologram 3d effect is working
 - the card date – it is valid
 - the photograph – it belongs to the customer
 - date of birth – the customer is old enough to complete the purchase
4. The customer
 - matches the photograph on the card
 - is not acting suspiciously
 - has not altered the card offered in any way

If you are in any doubt about the validity of the identification offered or the age of the customer even with the identification **you MUST refuse the sale and record the details in the refusals book then tell your supervisor by shift end**

Licensing Solutions

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Introduction

The Licensing Act 2003 introduces a single integrated system throughout England and Wales to regulate the sale and supply of alcohol, the provision of entertainment to the public and the provision of late-night refreshment - the sale of hot food and hot drinks between the hours of 11pm and 5am.

Under the Act there is a statutory requirement that retail sales of alcohol can only be made from premises that have been granted a premises licence.

In addition all premises licensed for the sale of alcohol must have a designated premises supervisor (DPS) appointed for those premises who must be a personal licence holder.

Sales of alcohol can only be made or authorised by a personal licence holder.

Understanding the licensing language

The licensing objectives - these are the governing principles of licensing law in England and Wales. Everyone involved with any of the licensable activities including the sale of alcohol must be aware of and actively promote these objectives at work.

The four licensing objectives, all of which are of equal importance, are as follows:

- **The prevention of crime and disorder**
- **Public safety**
- **The prevention of public nuisance**
- **The protection of children from harm**

Licensable activities - for a business to carry out any of the following activities, a premises licence is required. The licensable activities are defined as

sale of alcohol by retail

supply of alcohol in club premises

provision of regulated entertainment

provision of late night refreshment 11pm - 5am

The penalties for carrying out a licensable activity without a licence or failure to comply with the mandatory conditions on a premises licence are severe:

*A maximum fine of £20,000
and/or 6 months imprisonment!*

Make yourself aware of the hours and any conditions on the premises licence

Premises licence – the licence required by a business to allow it to carry on any of the licensable activities listed above.

The premises licence will usually be held in the name of the owner of the business or the operator and can be a company or an individual person or persons.

Personal licence – the licence needed to be held by a person to allow that person to sell alcohol from premises that hold a premises licence (that allows the sale of alcohol) and to authorise others who do not hold personal licences to do so. There must be at least one personal licence holder at your site but there can be more than one.

Designated Premises Supervisor (DPS) – usually the person in day-to-day control of the premises named to the Licensing Authority as the person responsible for the sale of alcohol at the premises by the premises licence holder. A person must have a current personal licence to hold this position and there can only be one named DPS for each site.

Understanding your duties with regard to the sale of alcohol

The sale of alcohol is a licensable activity controlled by law and carrying penalties that reflect the important social responsibilities that apply to people who sell it.

These penalties only relate to those people who break the law, committing what is a criminal offence punishable by measures varying from a fixed penalty notice of £30 to a £20,000 fine and/or six months imprisonment and forfeiture of the premises licence.

When selling alcohol it is your responsibility to ensure that you carry out this action lawfully. Remember you can only sell alcohol when you have been authorised to do so and then only to customers who it is lawful for you to sell it to.

Authorised sales

Regardless of your age or training you are only legally allowed to sell alcohol when you have been authorised to do so by your DPS or another personal licence holder at the site.

You will only receive this authorisation when you have demonstrated to the DPS that you understand your responsibilities and the law controlling these sales. You will have to be re-authorised on a regular basis and this would normally follow refresher training in the sale of alcohol.

Do not sell alcohol unless you are sure that you have been authorised to do so.

Do not accept authorisation if you are unclear on the law and/or your responsibilities involved in these sales.

Under 18s

It is a criminal offence for any person to sell or supply alcohol to a person under the age of 18.

THERE ARE NO EXCEPTIONS TO THIS

You must also know that :

It is an offence to sell alcohol to someone under 18 years of age

It is an offence to deliver alcohol to someone under 18 years of age

It is an offence for anyone under 18 to purchase or attempt to purchase alcohol

It is an offence to obtain alcohol for someone under 18 years of age

It is an offence to sell alcohol if you are under 18 unless you are authorised to do so and the individual sale is supervised by somebody over 18 who is also authorised

You must not sell alcohol to someone you believe to be buying for a person under 18 – a proxy sale

It is an offence to allow another person to sell alcohol to somebody under 18 where you could have prevented that sale

Those who commit such offences could be fined up to £5000.

There is also a range of fixed penalty notices ranging from £30 to £80 that may be applied to the person selling the alcohol **AND** the holder of the relevant premises licence may also have their licence reviewed which could result in the alcohol sales at the premises being suspended for 3 months or in serious cases removed permanently.

Our rules for the sale of alcohol

In order to avoid under age sales and committing an offence we have twelve basic rules which must be obeyed at all times. These basic rules for the sale of alcohol are simple and straight forward and once a member of staff has been properly trained there can be no excuse for not obeying them at all times:

My 12 basic rules for selling alcohol

- 1. I can only be authorised to sell alcohol for the hours stated on our licence summary and once authorised will not do so outside of those hours**
- 2. Alcohol sales are only for consumption off the premises and I must be aware of customers actions at all times and not allow consumption on the premises**
- 3. I confirm that I will not sell alcohol to anybody under the age of 18**
- 4. I confirm that I will challenge anybody attempting to purchase alcohol who appears to be under the age of 25 to prove that they are over 18 by producing acceptable proof of age – Challenge 25**
- 5. I will only accept a Passport, a Photo Driving Licence or a PASS accredited card as proof of age such as the Validate card or the Citizen Card**
- 6. I will not sell alcohol to anybody who I believe is purchasing to supply somebody under the age of 18**
- 7. I will not sell alcohol to anybody who I believe is, or appears to be drunk**
- 8. I will not sell alcohol to anybody who I believe is purchasing for somebody who is, or appears to be drunk**
- 9. If I am in any doubt at all on the above I will refuse the sale**
- 10. I will record all incidents of refusals in the refusals book noting the date and time, plus a description of and name of the person if known, together with a note of the product refused**
- 11. I will advise my supervisor of the refusal as soon as possible and certainly no later than at the end of my shift**
- 12. I acknowledge that I am not authorised to sell alcohol unless I comply with all of the above at all times**

