

Underage Sales — Staff Training Pack

Deliver in house. About 25 minutes. Then test with UAS-03.

1. Why it matters to them personally (5 min)

- The server who makes the sale commits the offence, not just the business. That is a personal criminal record.
- The DPS and the premises licence holder can lose their licence and their livelihood.
- Three sales in three months and the premises can be closed and the alcohol licence suspended for up to three months.
- Explain that the business is prosecuted too, and that the only defence is showing everything reasonable was done. That is why they are being trained and why they sign.

2. The policy (5 min)

Walk them through UAS-01. Challenge 25, acceptable ID, no override, refusal recorded. Make clear it is a policy they must follow, and that following it protects them.

3. Checking ID properly (10 min)

- Take the ID in your hand. Do not accept it held up or on a phone screen.
- Check the photograph against the person, then the date of birth, then the expiry.
- Do the arithmetic. Do not guess the year. Have the 'born before' date on the till.
- Look for the PASS hologram on proof of age cards.
- Check for tampering: raised edges, mismatched fonts, a photograph that has been replaced.
- If you are not satisfied, refuse. You never have to justify a refusal.
- Practise: hand round real and obviously altered examples and let them find the problems.

4. Refusing well (5 min)

- Be polite, brief and final. 'I can't serve you without ID, sorry.' Then stop talking.
- Do not argue, do not negotiate, do not accept a companion vouching for them.
- Call a manager if pressed. Never reverse a refusal to avoid a scene.
- Record it in the refusals register before the end of the shift.
- Watch for the same person returning with an adult. That is a proxy sale and it is refused too.

Trainer	Date	Duration	Location

Scope and limitations — read before use

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