















START COURSE



Welcome to sales restricted products level 1.

This course is here to help you to protect your community, your Co-op, and yourself.

Please note this module includes audio so please turn your sound on.

-  Introduction
-  Keeping our promises
-  How can you help
-  The challenge
-  Check it out
-  Challenge 25
-  Who's it for?
-  Consequences
-  Test purchases
-  Working the tills
-  Good things to say
-  Summary





REVIEW

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^
Home



Section 1 of 12

Introduction

We sell a big range of products in our stores. We're happy to sell to our customers, but there are some products we have to be a bit more careful about. These are things like alcohol, tobacco, lottery products and high-caffeine drinks. It's important you know how to process these sales restricted products as you're responsible for following the law, our policy and looking after your community.

- 1. Introduction
- 2. Who is responsible for restricted products?
- 3. How do you identify restricted products?
- 4. How do you handle restricted products?
- 5. How do you handle restricted products?
- 6. How do you handle restricted products?
- 7. How do you handle restricted products?
- 8. How do you handle restricted products?
- 9. How do you handle restricted products?

Introduction

We sell a big range of products in our stores. We're happy to sell to our customers, but there are some products we have to be a bit more careful about. These are things like alcohol, tobacco, vaping products and high-strength alcohol. It's important you know how to process these sales restricted products so you're responsible for following the law, our policy and looking after your community.

The course is divided into sections to help you think about who you can and can't sell to and what to do if you're not sure.

It covers the following topics:

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

Section 1 of 11

Introduction

We sell a big range of products in our stores. We're happy to sell to our customers, but there are some products we have to be a bit more careful about. These are things like alcohol, tobacco, lottery products and high caffeine drinks. It's important you know how to process these sales, restricted products so you're responsible for following the law, our policy and looking after your community.

The course is divided into sections to help you think about who you can and can't sell to and what to do if you're not sure.

It covers the following topics:

Our promise and our community

o

How you can help and how we help you

o

Restricted products and the challenge

o

Confirming ID and spotting a fake

o

Who's it for? (the proxy sale)

o

Consequences

o

Test purchases

o

Working the tills and ASTs

o

Good things to say and saying no

o



Section 1 - Introduction



Section 2 of 12

Keeping our promises

When we open a store, we make a promise to be a responsible retailer. We uphold the law and always do the right thing for our customers, colleagues and members. As part of this promise, we only sell restricted products to the right people and we have processes and policies in place to protect our colleagues.



Sales Restricted Products Level 1 v.02

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Sign In

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When we're given a licence to sell alcohol we agree to support the licensing objectives, these are:

- public safety
- prevention of public nuisance
- protection of children from harm
- prevention of crime and disorder
- protecting and improving public health (in Scotland)

Read on



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- prevention of crime and disorder
- protecting and improving public health (in Scotland)

Community is important to us and selling the right products to the right people is at the heart of what we do. It's what we've done for hundreds of years in the communities that we serve.

Select 'START' to hear their thoughts.

START



Complete the content above before moving on.



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00:15



Ana, Member Pioneer

"I don't like seeing kids hanging around the park drinking and causing trouble. I'd be disappointed if I saw they'd got alcohol from my Co-op. As a member, I trust the Co-op to do the right thing as a responsible retailer."

- 1
- 2
- 3
- 4

 Complete the content above before moving on.



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⋮



Jane, Customer

"I saw a bunch of children, probably no older than 14, on the village green and some were smoking. It made me wonder who sold them the cigarettes. Surely not the Co-op?"

1 2 3 4

 Complete the content above before moving on.



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Rishi, Colleague

“It’s not easy to say ‘no’ to customers. It might get their backs up if they’re asked for ID. But I’d rather risk that as it’s the law and I know I’m protecting myself, my team and our store, and that’s what matters most.”

- 1
- 2
- 3
- 4

 Complete the content above before moving on.



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...



Martin, Customer

"We're a close-knit community. The staff in my local store are good, decent and hard-working people. I want them to say 'no' to selling some products if it's the right thing to do - I know I would."

- 1
- 2
- 3
- 4

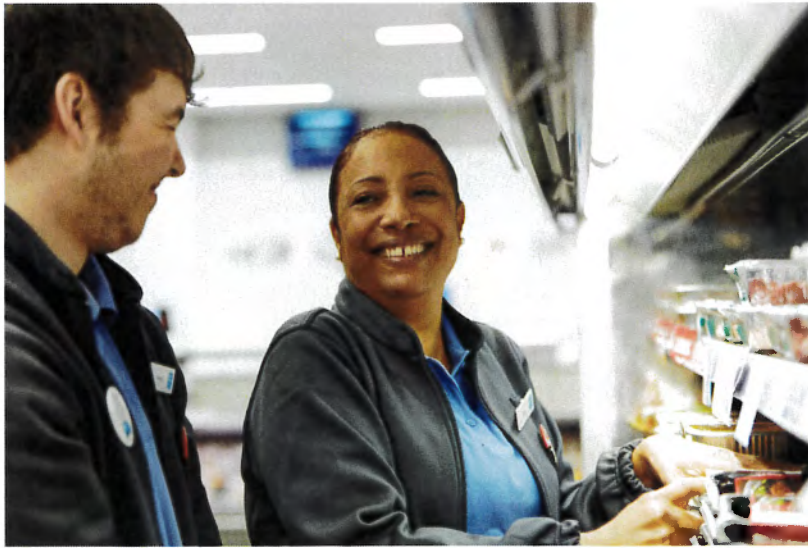
Read on

Section 2 - Keeping our promises

Section 3 of 12

How can you help

1



So what's your role in this?

Your job is to make sure that you only sell restricted products to people who are allowed to buy them. That's what being a responsible retailer is all about. We look out for our communities, we show we care.

1 2 3



Sales Restricted Products Level 1 v.02

Current Version ▾

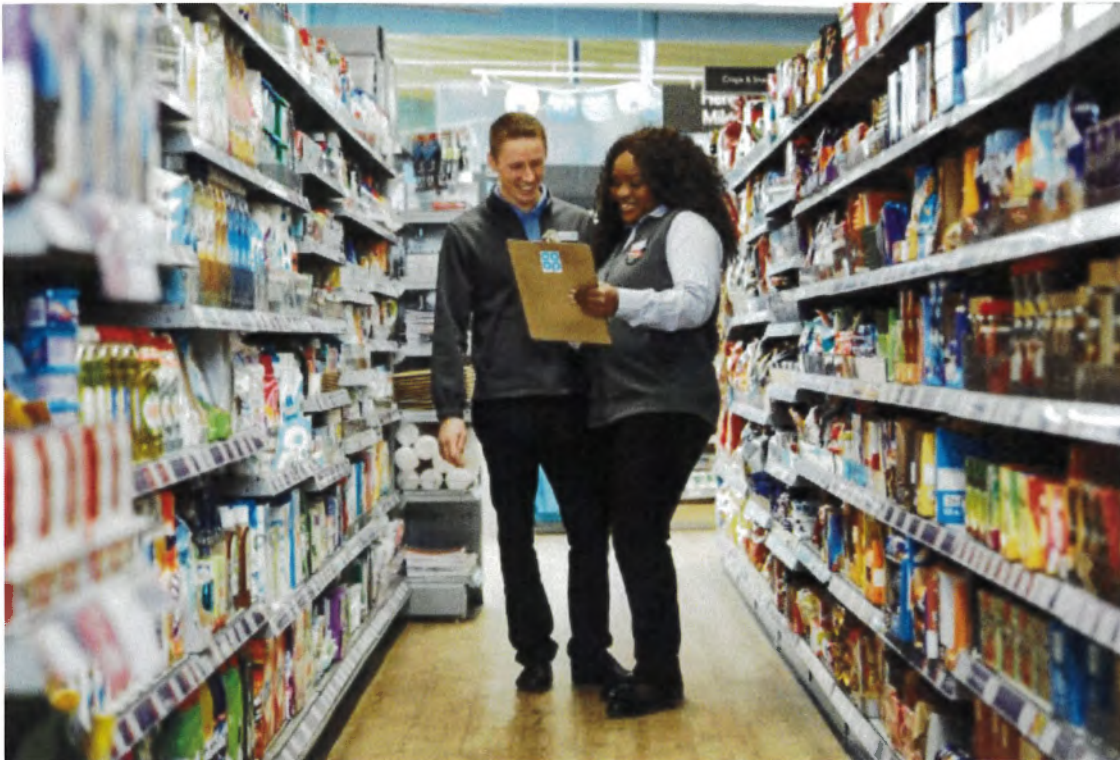
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2



Follow the rules

It's as simple as making sure you know what the rules are and then following them. This course will help you do that, and you can come back to it at any time.

You need to commit to challenging customers when necessary and supporting your colleagues to do the same.

1 **2** 3



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Sign In

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3



Protect our communities

Regulations and restrictions exist to protect young and vulnerable people. In some cases, we go above the law to protect the communities that we serve and the people who live there.

1 2 **3**



Sales Restricted Products Level 1

Section 4 of 12

The challenge

25% COMPLETE

- ☰ Introduction
- ☰ Keeping our promises
- ☰ How can you help
- ☰ The challenge
- ☰ Check it out
- ☰ Challenge 25
- ☰ Who's it for?
- ☰ Consequences
- ☰ Test purchases
- ☰ Working the tills
- ☰ Good things to say
- ☰ Summary

What are the restricted products?

You might be surprised by the number of restricted products in your store. For some products, there isn't a legal minimum age, but to keep our communities safe we've agreed to apply a restriction. These products are marked with an *.

Note, medicines vary depending on the product there are age restrictions of 12, 16, or 18 years old. The till shows you a prompt.

18 years old

Tobacco

Cigarette papers

Nicotine products

E-cigarettes and e-liquids

National lottery

Gas cylinders

Alcohol

Acids

16 years old

CBD drinks

High caffeine drinks*

Matches and lighters*

Hair dye*

Healthcare lottery

Petrol

Medicines



SOLVENTS

HAIR DYE

DVDS AND GAMES

Many household items, such as glue and aerosols, contain solvents that can be used to get a high regardless of age. Watch out for anyone purchasing these products on a regular basis. Due to the number of products containing solvents the till won't offer a prompt. It is illegal to sell solvents to customers, regardless of age, if you know or think they are being bought to be inhaled for the purpose of 'getting high'.

What's the age restriction?

So if they look over 18, then it's okay to make the sale? It's not quite that simple. It can be hard to judge people's ages correctly. Research has shown that it's really difficult for someone to guess the ages of people who aren't in their own peer group.

It's also hard to judge the age of someone from a different ethnic background to your own and anyone who's wearing a face covering.

In short, it's really difficult to guess correctly. This is why we have Challenge 25. If someone looks under 25, then ask for ID, a genuine customer really won't mind.

[Read on](#)



The law requires us to monitor the sale or theft of hair dye as it contains a chemical that could be used for making explosive devices. You need to keep a lookout for any suspicious behaviour for example:

- customers looking nervous and avoiding eye contact
- buying large quantities of hair dye
- paying with a lot of cash

If this happens carry on with the sale and then report it to the management team immediately.

What's the age restriction?

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Read on



REVIEW

FEEDBACK



Acids



SOLVENTS

HAIR DYE

DVDS AND GAMES

If your store sells DVDs and games these are title-specific and the age restriction is shown on the case: DVDs 12, 15, or 18 and Games 12, 16, or 18.

What's the age restriction?

So if they look over 18, then it's okay to make the sale? It's not quite that simple. It can be hard to judge people's ages correctly. Research has shown that it's really difficult for someone to guess the ages of people who aren't in their own peer group.

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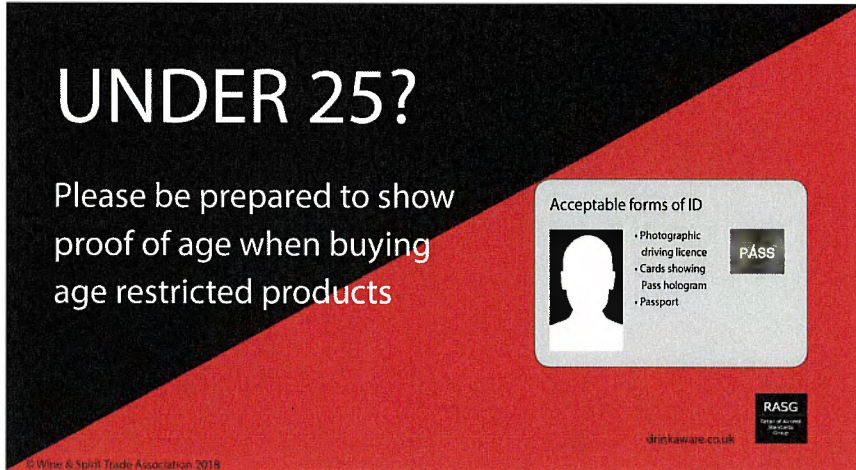
Sales Restricted Products Level 1

25% COMPLETE

- Introduction
- Keeping our promises
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- The challenge
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- Good things to say
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Challenge 25

If you look around the store, you'll see lots of things that can help you with the challenge of selling restricted products.



Till prompts +

Our tills prompt you to follow the Challenge 25 procedure when you scan a restricted product, just follow the screen instructions (more on this later).

Badges +

Store colleagues wear badges that indicate our policy around selling restricted products. This acts as a reminder to customers and colleagues.

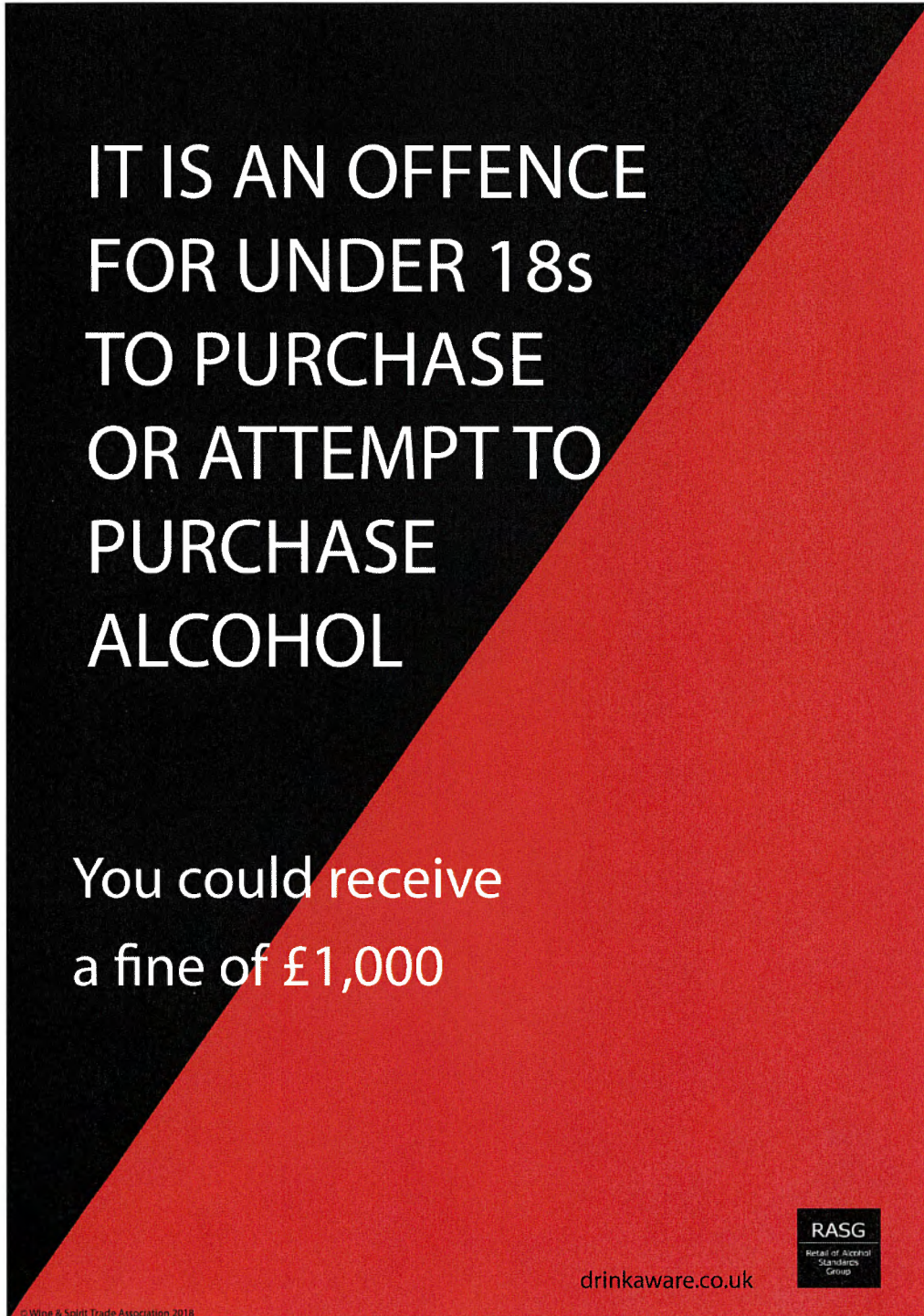
Shelf signage +

The shelves often have signage that tells the customer there's an age restriction. There are also product-specific signs like the tobacco notices or the alcohol permitted hours notices. Take a look at the signage in your own store and use it to help avoid conflict - you're just doing your job.



Challenging and refusing

Challenge 25 helps us to ask customers for ID to make sure that they're old enough to buy the restricted products. Genuine customers really won't mind being asked for ID. Challenging helps us to protect our communities.





If a customer doesn't have any ID and they look under 25, you'll have to refuse the sale.

Other times when you must refuse include:

UNDERAGE

UNDER THE INFLUENCE

If someone has ID but they're not old enough to buy the restricted product. For example, someone under 16 cannot buy a high caffeine drink.



Read on



If a customer doesn't have any ID and they look under 25, you'll have to refuse the sale.

Other times when you must refuse include:

UNDERAGE

UNDER THE INFLUENCE

If someone is under the influence of alcohol, drugs, or solvents we have a legal and moral responsibility to restrict the sale. If you think that selling a product could increase the risk of harm to that person, you should refuse. Be careful as occasionally someone may look drunk but could have a disability or illness.



Section 4 - The challenge

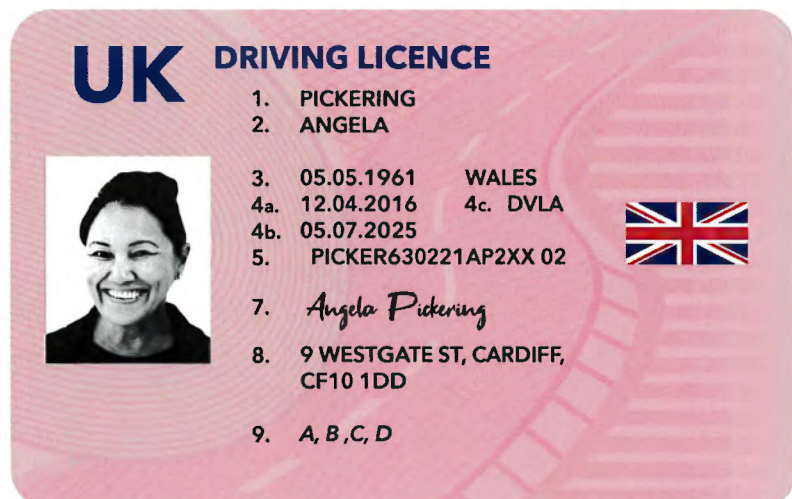
Section 5 of 12

Check it out

You must ask the customer for a photographic ID if they're buying a restricted product and look under 25. When you look at the ID you're checking to see if they're old enough to buy the product, for example, 16 or 18, they don't have to be 25 to buy the product.

You can only accept certain forms of photographic ID. *Flip the cards for more information about each type of ID.*

We do not accept any form of digital ID, this includes the Yoti app or photographs of genuine ID.





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Section 4 - The challenge

Section 5 of 12

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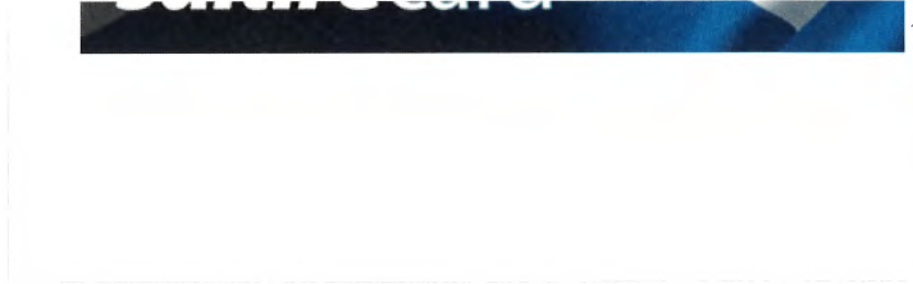




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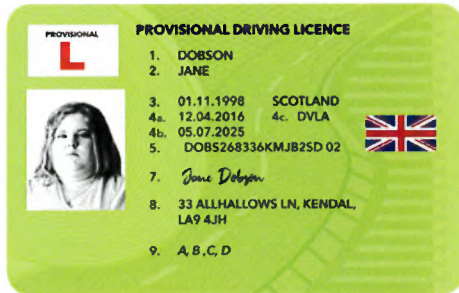


4 of 4

Is it real?

At the moment we can only accept physical ID as digital ID isn't yet legal. However, you still have to be careful as novelty cards are quite easily obtained. Could you spot one?

Select the card that you think is fake.



Submit



Is it real?

At the moment we can only accept physical ID as digital ID isn't yet legal. However, you still have to be careful as novelty cards are quite easily obtained. Could you spot one?

Select

Oh no, that's incorrect.

Fake ID will usually include words that don't seem right. For example, international driving permit or driving card. If you sell to someone using fake ID then you're still breaking the law.



Select the checkbox once you have selected the card that you think is fake.

Read on



Select the checkbox once you have selected the card that you think is fake.

Here's how to spot a fake

- Compare the customer to the ID. Do they look like the picture?
- Are they wearing the same outfit? That could mean it was created that day and is a fake.
- Look for facial differences. Particularly the levels of the eyes and the ears in relation to the mouth. Could it be a family member's ID?
- A lot of fake IDs are stolen or borrowed - ask the customer for additional ID if you're not sure.
- Look for signs of anxiety. If the customer is avoiding eye contact or acting nervously, be suspicious.
- If you're still not sure, smile and say 'I just need to check this with my manager'. Genuine customers won't mind at all, but if it's a fake they'll immediately want it back.



Section 5 - Check it out



Section 6 of 12

Challenge 25

You're going to play the Challenge 25 game where you serve 21 customers. For each customer look at what they're buying and decide whether to sell, refuse or challenge. If you challenge you must then confirm their ID.

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



Section 5 - Check it out



Section 6 of 12

Challenge 25

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The image shows three game cards on the left: a green 'SALE ✓' card, a dark red 'REFUSE ✗' card, and a brown 'CHALLENGE' card with a person icon and a list icon. To the right is a white instruction box with the following text:

Challenge accepted

Welcome to the **Challenge 25 Game**.

Your task is to successfully serve the next **21 customers** with a variety of products.

Use the **Sale**, **Refuse** and **Challenge** cards to successfully work your way through the game.

- **Correct answers** = (Plus) 200 points
- **“Not Quite” answers** = (Minus) 50 points
- **Incorrect answers** = (Minus) 200 points

Note – If you fail to challenge *or* confirm the ID of anyone who looks under the age of 25 then you will lose a life!

You have **5 lives** to attempt this or it's game over!

Good luck!

At the bottom right, there is a dark grey button with the word **NEXT** in white, set against a background of repeating 'CHALLENGE 25' text.



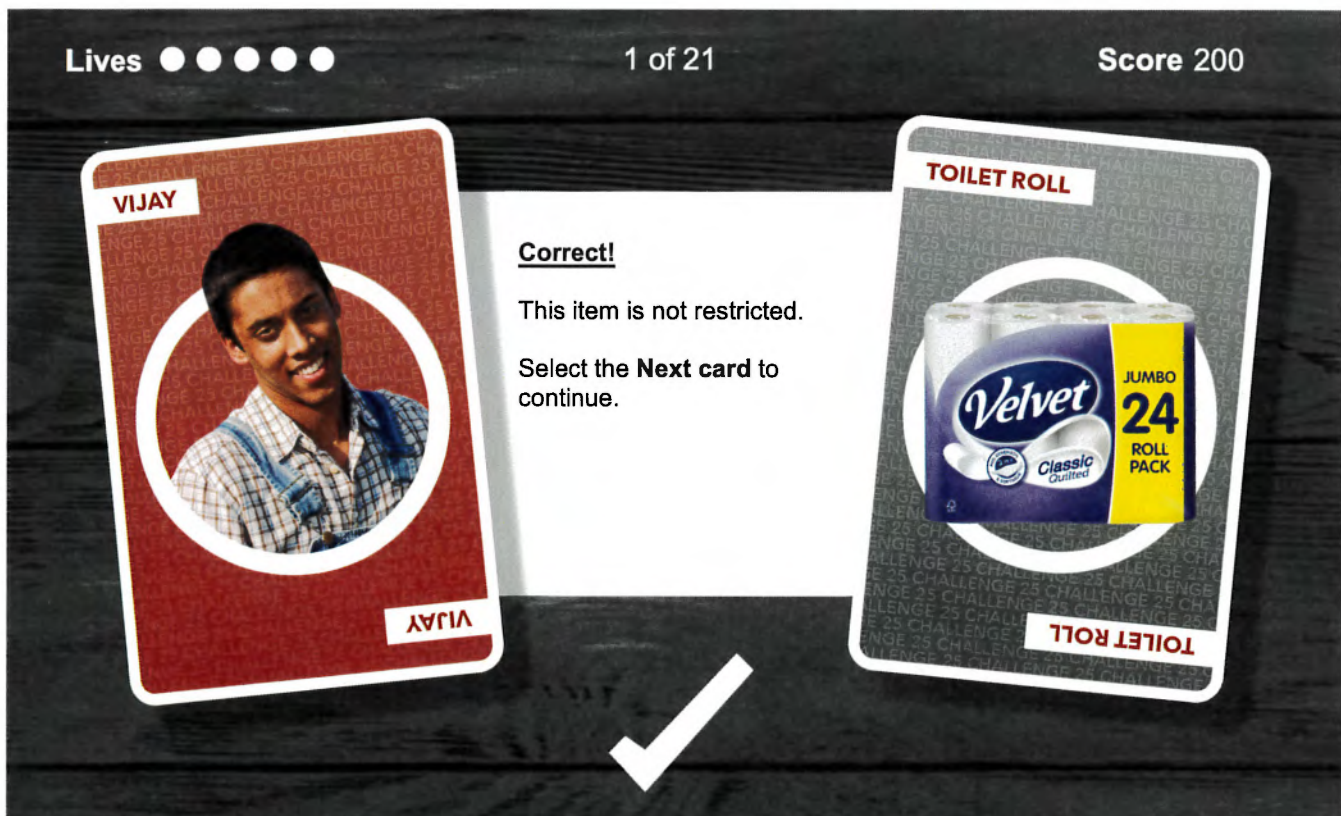
Section 6 of 12

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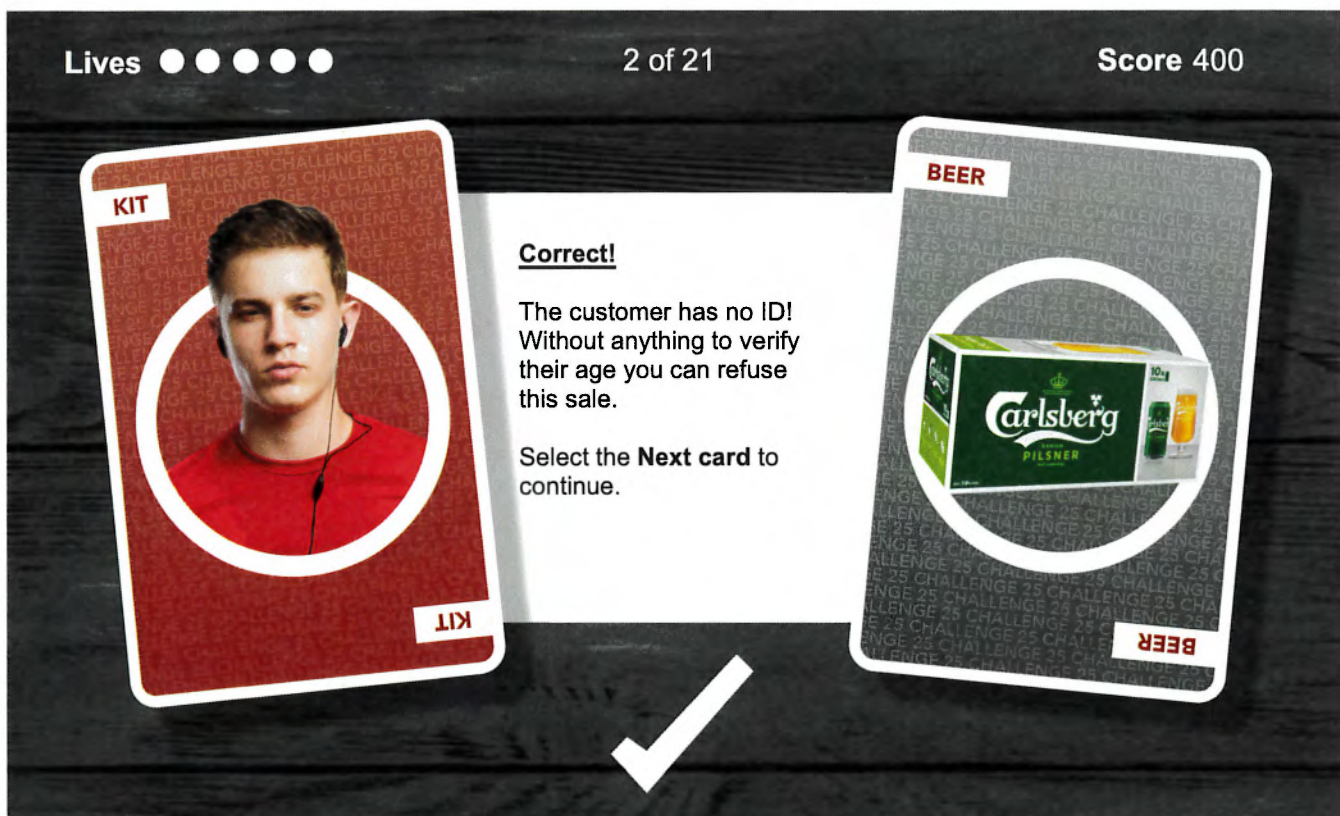
Section 6 of 12

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Challenge 25



Sales Restricted Products Level 1

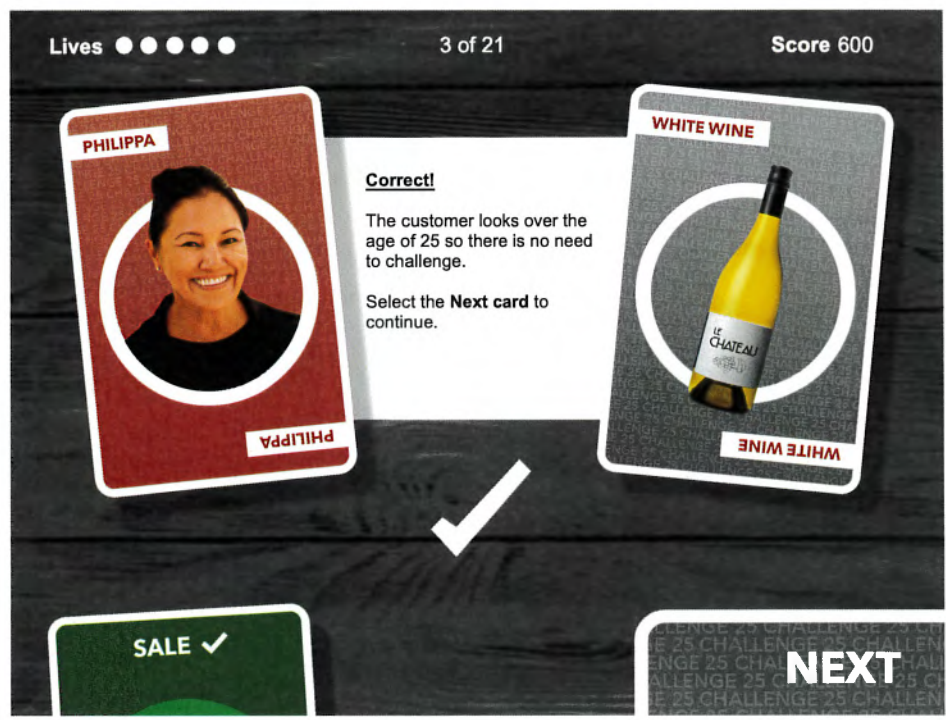
12% COMPLETE

- Introduction
- Keeping our promises
- How can you help
- The challenge
- Check it out
- Challenge 25
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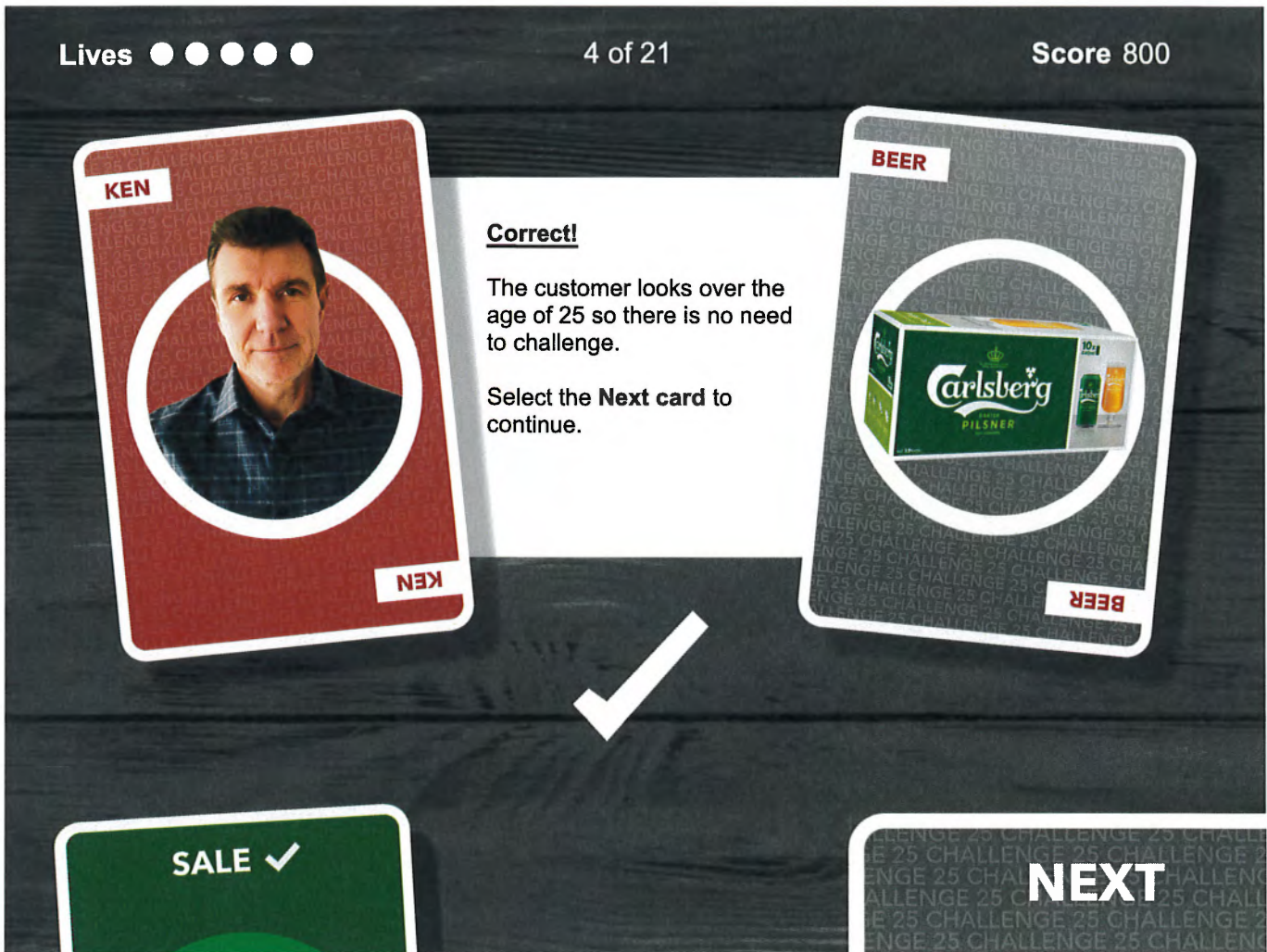


Select the checkbox once you have completed the Challenge 25 Game.

Read on

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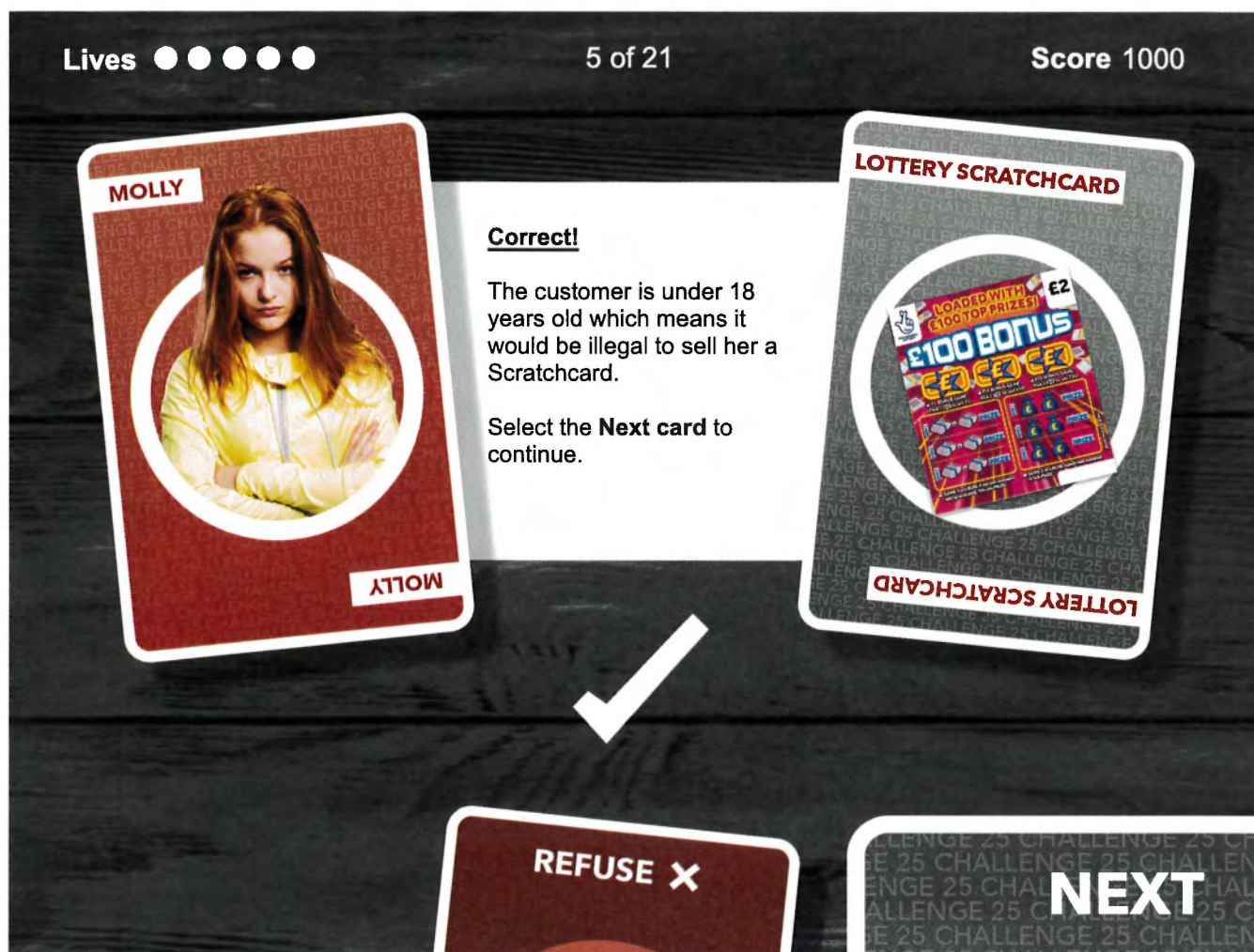
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Read on

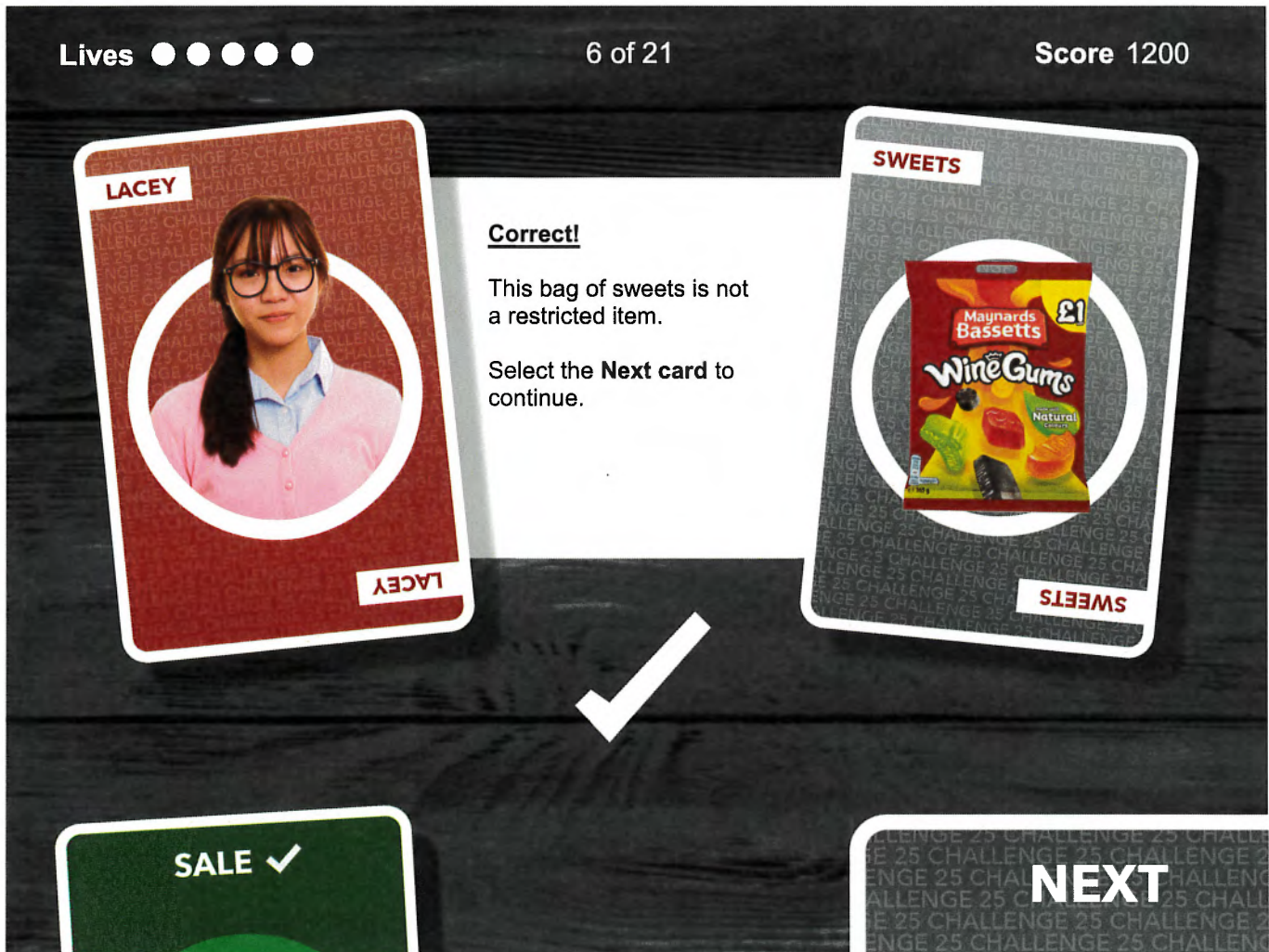
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Read on

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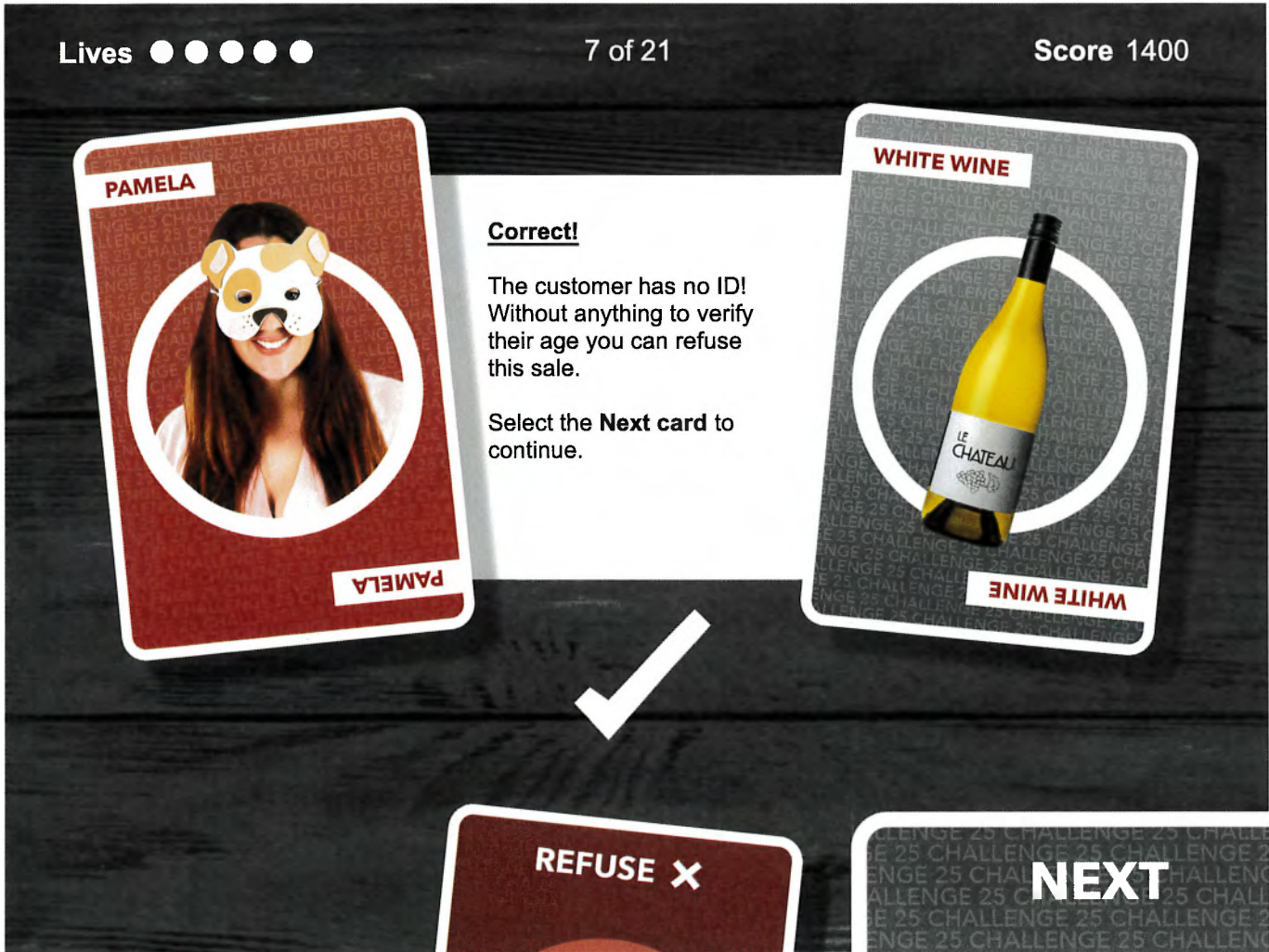
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Read on

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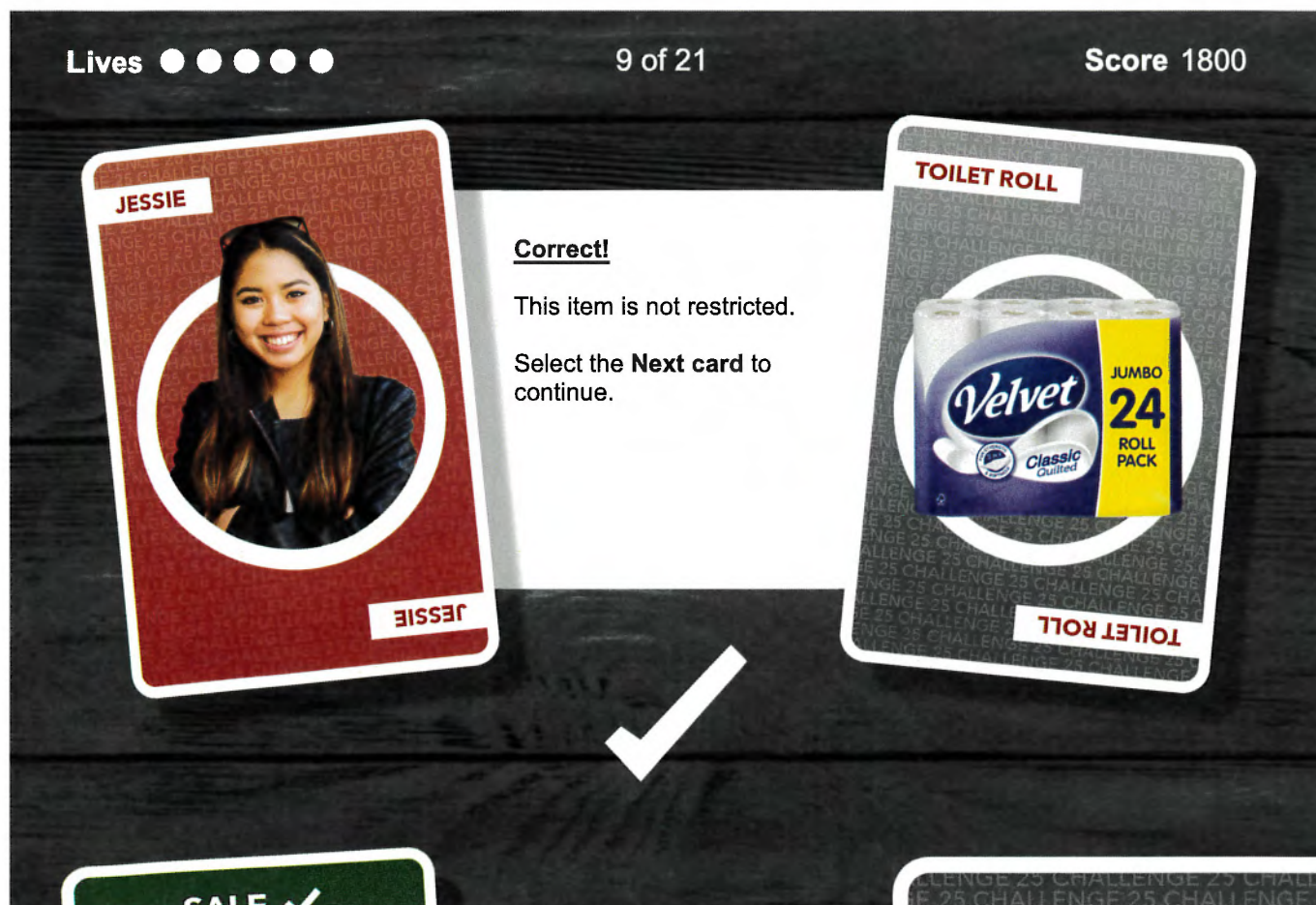
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Challenge 25

Sales Restricted Products Level 1

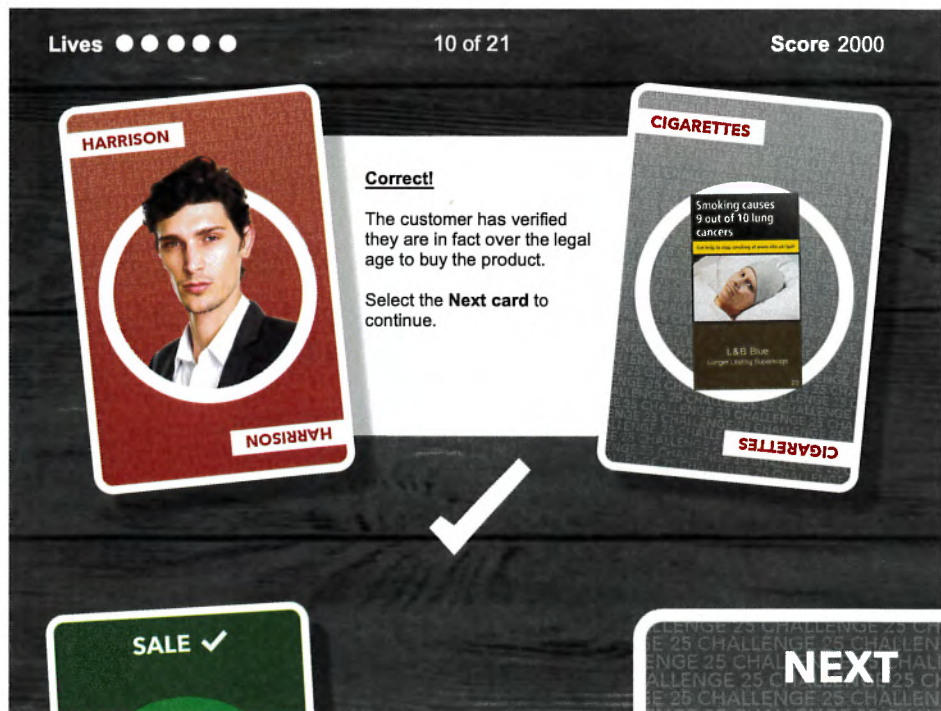
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[Read on](#)

Sales Restricted
Products Level 1

12% COMPLETE

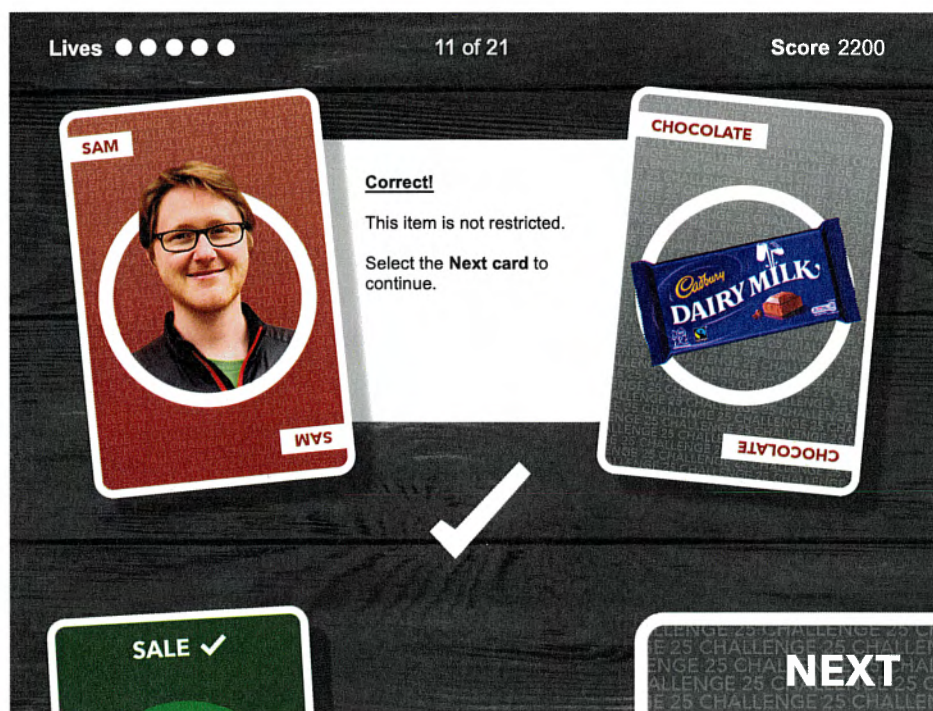
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[Read on](#)

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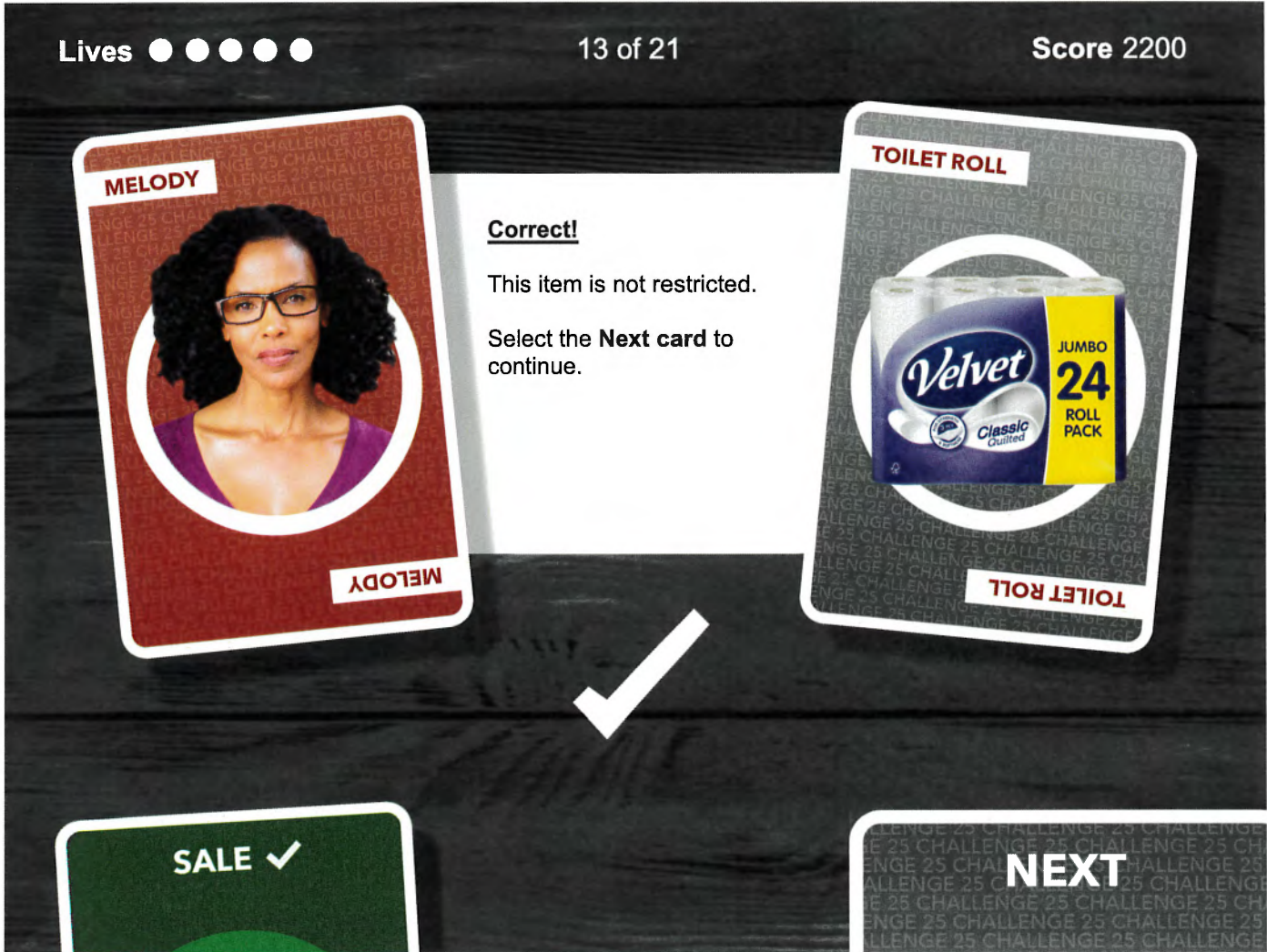
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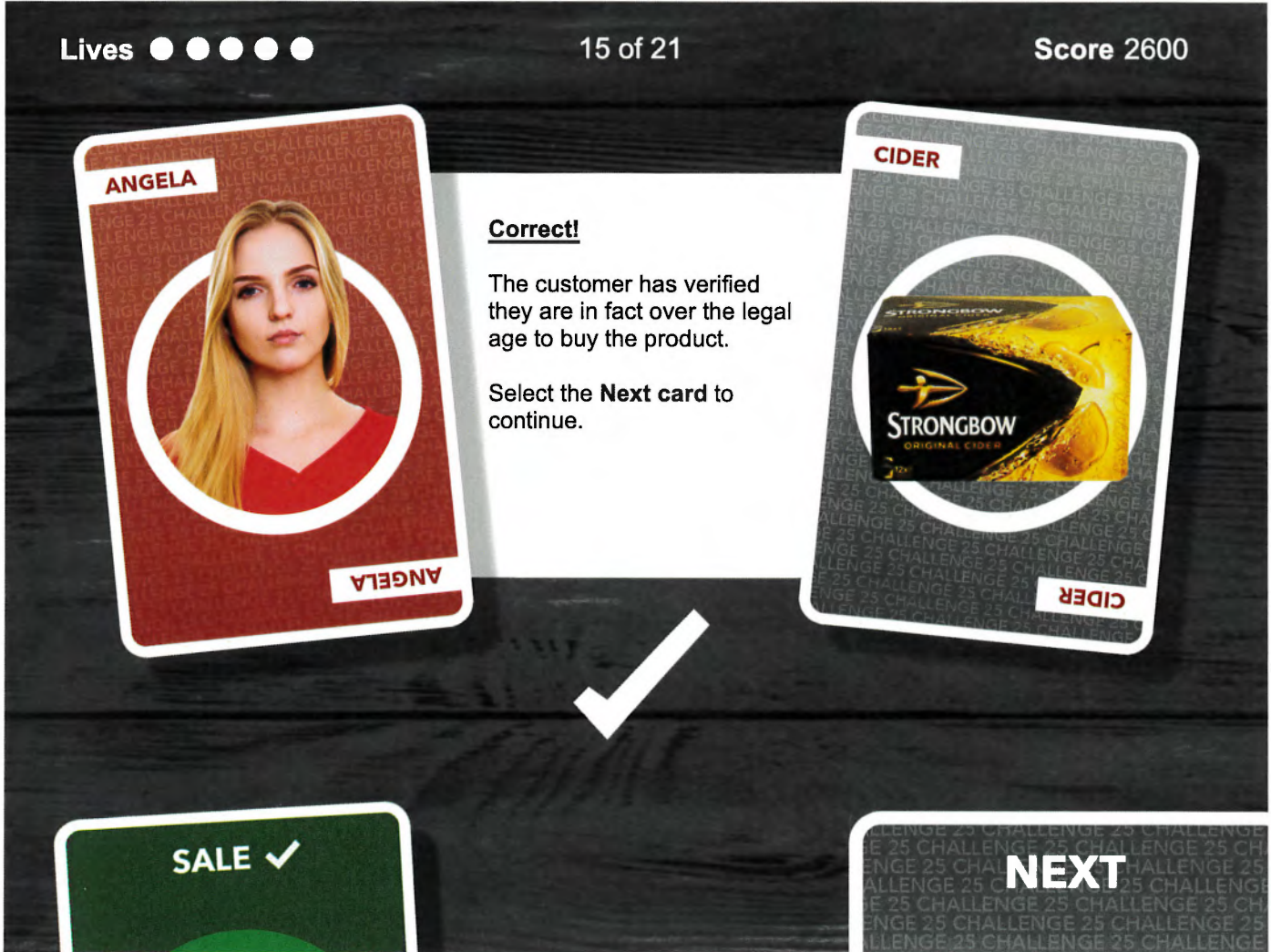


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Select the checkbox once you have completed the Challenge 25 Game.

Read on

You're going to play the Challenge 25 game where you serve 21 customers. For each customer look at what they're buying and decide whether to sell, refuse or challenge. If you challenge you must then confirm their ID.

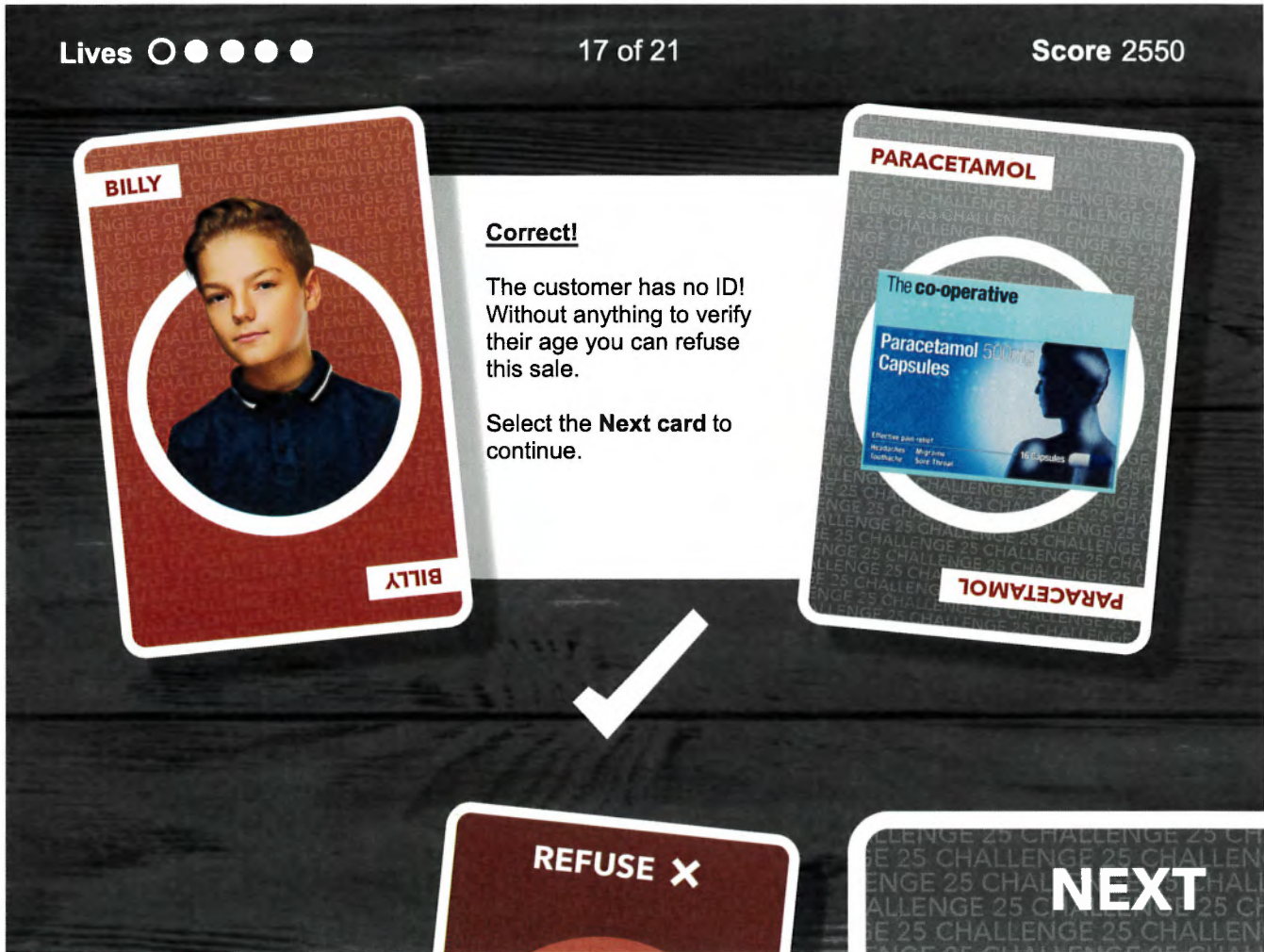
For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



Select the checkbox once you have completed the Challenge 25 Game.

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Read on

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You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.

Lives ○●●●● 18 of 21 Score 2750

ANDREW

ANDREW

ENERGY DRINK

ENERGY DRINK

Correct!

Despite having ID, the customer is too young to buy the product. The Co-op restricts all sales of energy drinks to anyone under the age of 16.

Select the **Next** card to continue.

REFUSE X

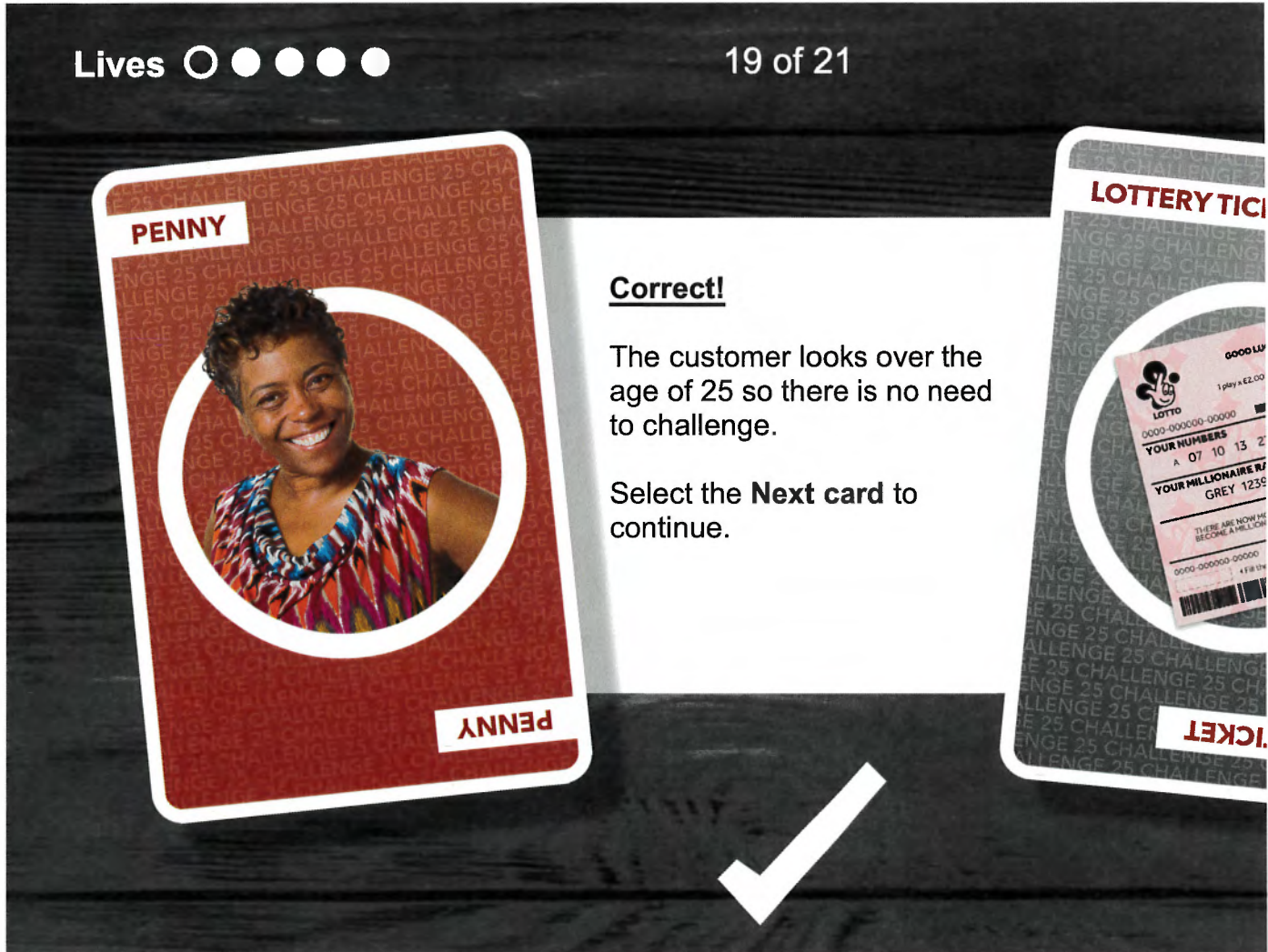
NEXT

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Read on

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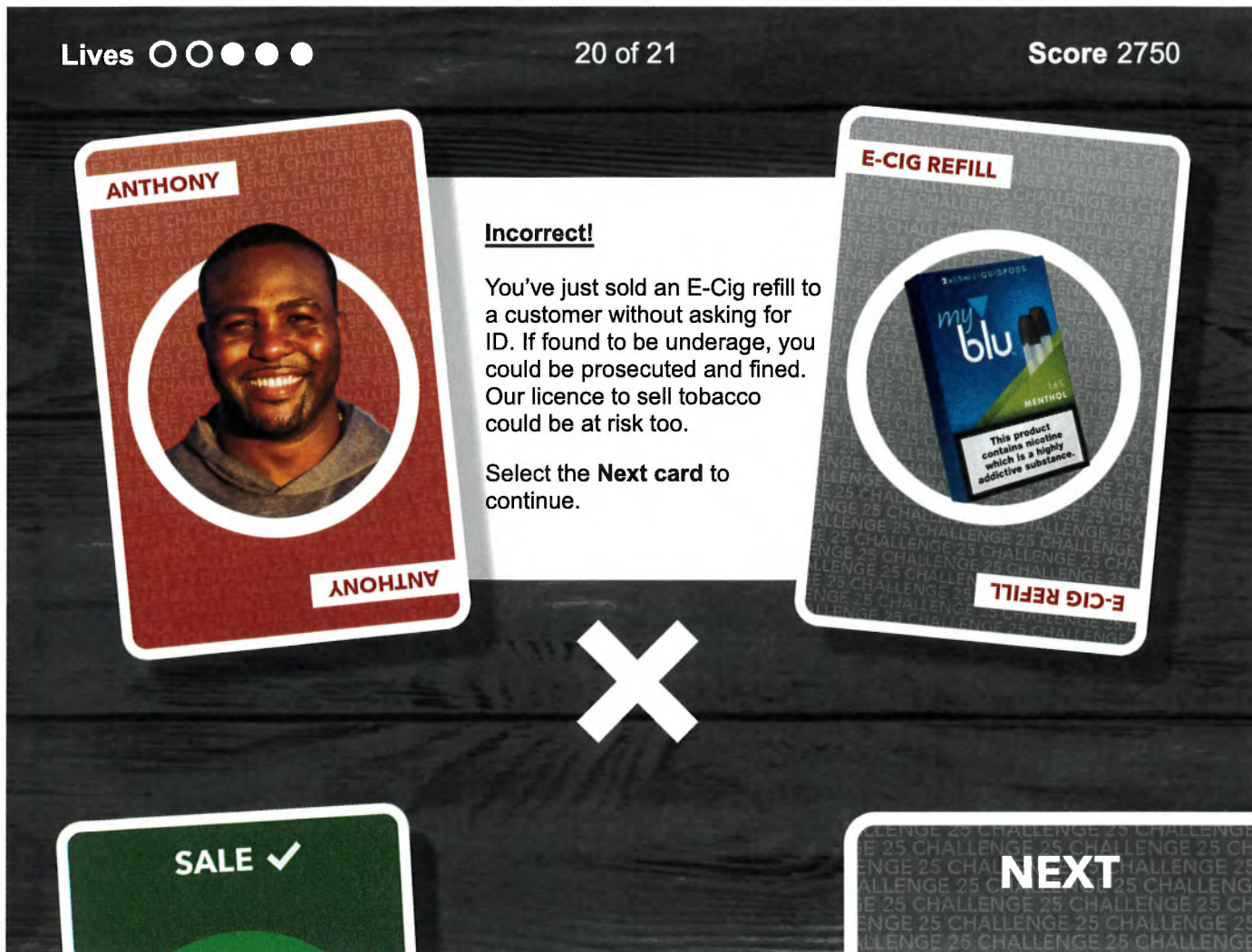


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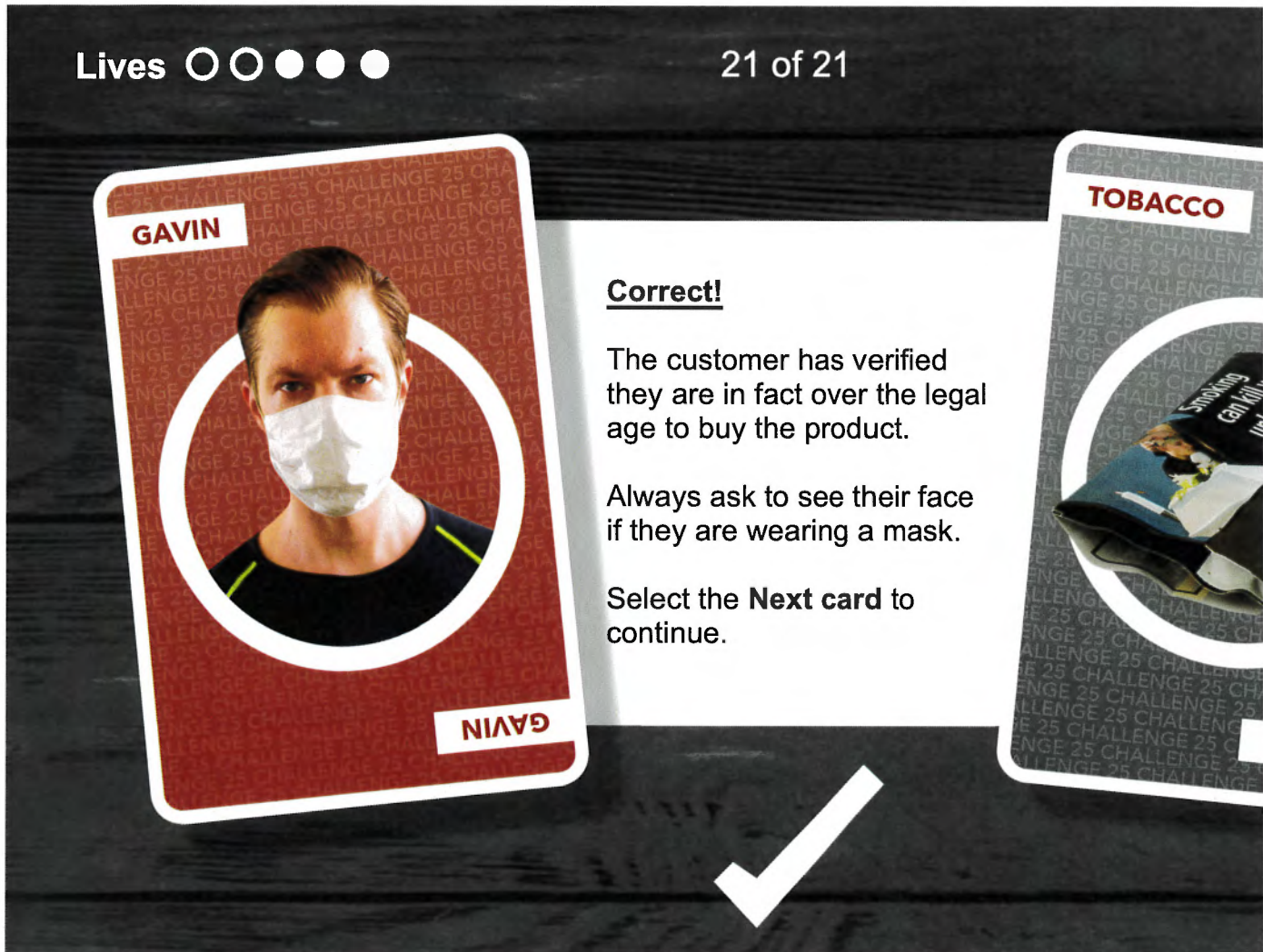


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Select the checkbox once you have completed the Challenge 25 Game.

Read on

Sales Restricted Products Level 1

100% COMPLETE

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Section 7 of 12

Who's it for?

Look at the statements and decide if they are true or not.
 A parent can buy medicine for a poorly child if the child is younger than 16.

Select True or False and then submit.

- True
- False

SUBMIT

As long as someone is over 18 they can buy beer or cigarettes for someone who isn't old enough. It's up to them what they do with the product afterwards.

- True
- False

SUBMIT

A child can carry sales restricted products if they're helping an adult with their shopping.

- True
- False

SUBMIT



Complete the content above before moving on.



Section 7 of 12

Who's it for?

Look at the statements and decide if they are true or not.

A parent can buy medicine for a poorly child if the child is younger than 16.

Select True or False and then submit.

True

False



Correct

A parent is allowed to buy medicine for a poorly child, even if the child is younger than 16.

TAKE AGAIN





As long as someone is over 18 they can buy beer or cigarettes for someone who isn't old enough. It's up to them what they do with the product afterwards.

True

False



Correct

If you sell restricted products to someone who is buying them on behalf of someone else who isn't old enough, this is a proxy sale and is breaking the law. You must always refuse a proxy sale and tell the customer why.

TAKE AGAIN





A child can carry sales restricted products if they're helping an adult with their shopping.



True



False



Correct

A child helping a parent or carer with shopping isn't the same as a proxy sale.

TAKE AGAIN



Read on



Correct

A child helping a parent or carer with shopping isn't the same as a proxy sale.

TAKE AGAIN



How to spot a proxy sale

Look out for the signs of a proxy sale.

- Underage customers outside the store
- Underage customers approaching adults as they come in
- Someone old enough to buy a product that you've just refused to sell to someone else
- Someone paying with lots of change

Read on


Section 7 - Who's it for?

Section 8 of 12

Consequences


If we don't follow the law when selling restricted products there could be serious consequences:

- you could be fined and end up being charged by the police
- it could damage the reputation of your store
- your store could lose its licence, this would reduce sales and could result in the store closing and other job losses
- you or a colleague could lose your job
- the Co-op could be prosecuted



If we don't follow the law when selling restricted products there could be serious consequences:

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- it could damage the reputation of your store
- your store could lose its licence, this would reduce sales and could result in the store closing and other job losses
- you or a colleague could lose your job
- the Co-op could be prosecuted

 To keep our colleagues and stores safe we have processes and policies in place to help us follow the law when selling restricted products. It's really important that you follow these processes.

Read on



Section 9 of 12

Test purchases

100% COMPLETE

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WHO'S GOING TO KNOW?

A FAILED TEST PURCHASE

Who's going to know?

Throughout the year, your store will be visited by someone working alongside an enforcement officer to make a test purchase. The enforcement officer could be from the police or local authority. They might even be working with a young person who buys the restricted product.

The enforcement officer or young person won't say "Hi, I'm here to do a test purchase". They'll just be like any other customer - except this time, they're checking we're following the law.

It's really important that we do the right thing for our customers and communities around restricted sales. Test purchases are in place to help protect our colleagues, Co-op, customers and communities.

Read on



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Read on



WHO'S GOING TO KNOW?

A FAILED TEST PURCHASE

A failed test purchase

Test purchases are here to help keep everyone safe, but if we ever fail one the consequences are the same as not following the law.

If you're involved in a failed test purchase, you might have to go to court or be interrogated by the enforcement officers. You could even be fined and charged by the police.

It's someone's job to try and find retailers who don't uphold the law for restricted sales. They look like normal customers, but if you allow them to buy a restricted product and don't challenge them or don't check their ID correctly, we'll have to face the consequences.

Read on



Section 9 - Test purchases

Sales Restricted Products Level 1



75% COMPLETE

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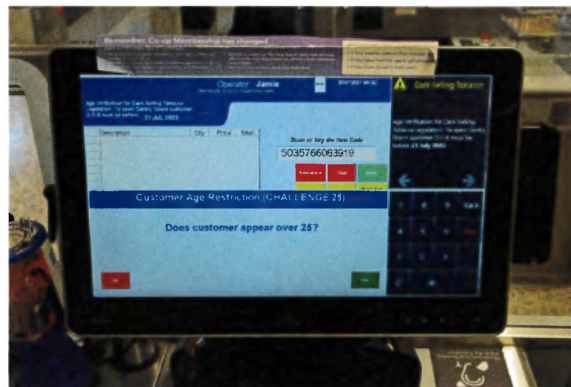
Section 10 of 12

Working the tills

It's always best to work out whether the customer has the legal right to buy a product before scanning it on the till, as this takes away some of the customer expectations. However, when you scan a sales restricted product the till will ask you "Does this customer look over 25?"

Select the arrow below to see how to process a restricted sale on a till.

1



Does the customer look over 25?

You should've already been thinking about this, but in case you haven't noticed the restricted product, the till will remind you.



Section 9 - Test purchases

Sales Restricted Products Level 1



75% COMPLETE

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Working the tills

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Select the arrow below to see how to process a restricted sale on a till.

2



Make eye contact with the customer

It's a mark of respect and it'll help you proceed in the best way. If someone's trying to mislead you it can be difficult for them to make eye contact.



Section 9 - Test purchases

Sales Restricted Products Level 1



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Working the tills

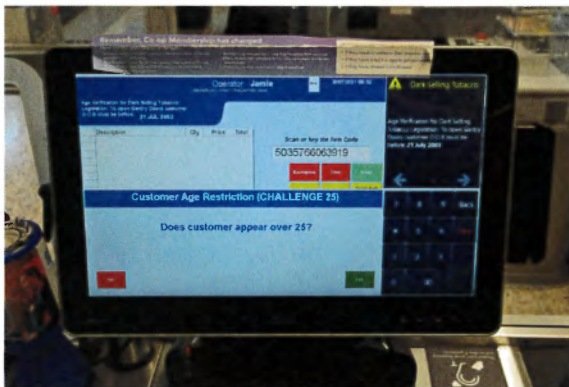
75% COMPLETE

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Select the arrow below to see how to process a restricted sale on a till.

3



Yes or No

Selecting Yes means you think the customer looks 25 and you'll continue with the sale.



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Select the arrow below to see how to process a restricted sale on a till.

4



If you select No, ask for ID

Use the Challenge 25 sign or badge to help you, be polite but firm.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8

Read on



Sales Restricted Products Level 1



Section 9 - Test purchases

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75% COMPLETE

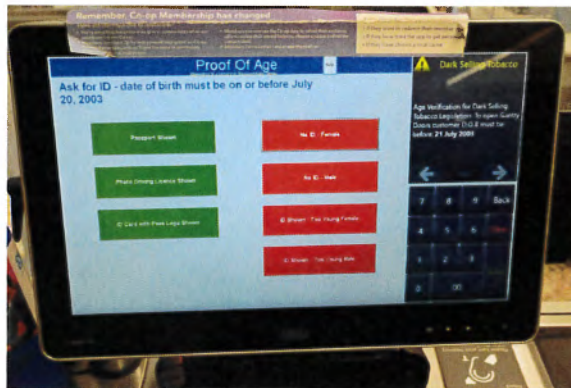
- ☰ Introduction
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Select the arrow below to see how to process a restricted sale on a till.

5



Select the type of ID shown

Choose which type of ID you've been shown and whether it's valid for that product. Make sure it isn't a fake or novelty card. When you're confirming someone's age remember that they don't have to be 25, that's just the age we use to check that they're old enough to buy restricted products.

Sales Restricted
Products Level 1

75% COMPLETE

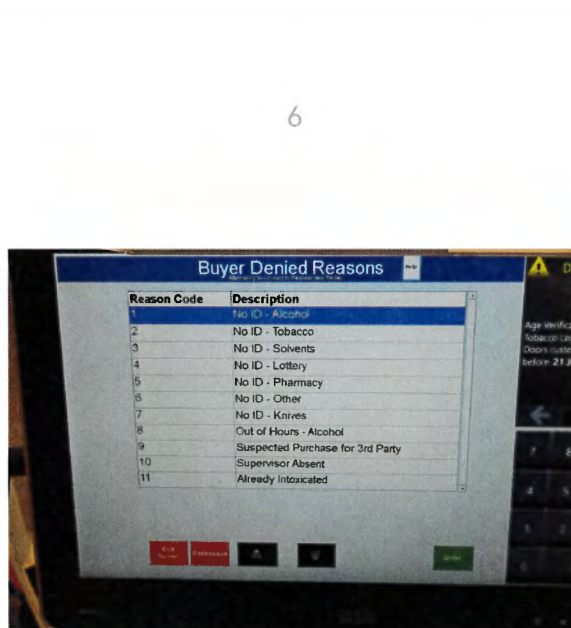
Introduction Keeping our promises How can you help The challenge Check it out Challenge 25 Who's it for? Consequences Test purchases Working the tills Good things to say Summary

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Working the tills

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Select the arrow below to see how to process a restricted sale on a till.



Select no ID, if the customer has no ID

No ID or unacceptable ID, no sale. We have to stand by our rules - they protect us and our community. At any time you can use the Customer Refusal button. This helps us to keep track of refusals so we can spot any patterns.



Sales Restricted Products Level 1



Section 9 - Test purchases

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Working the tills

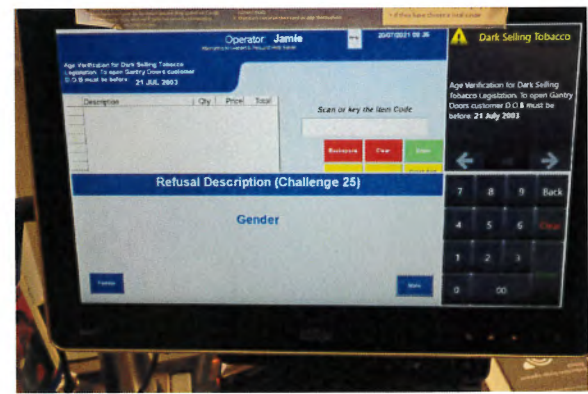
75% COMPLETE

- ☰ Introduction
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Select the arrow below to see how to process a restricted sale on a till.

7



Refusal details

This screen is to record details of the refusal. Select a gender and whether it was an age restriction, intoxication, or a proxy sale.

If you need help, call for the Person in control or a manager.



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Working the tills

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Select the arrow below to see how to process a restricted sale on a till.

8



Dark selling

If you refuse a sale before a product is scanned, for example, tobacco, then use the Customer Refusal button to record this.



Assisted service tills (ASTs)



ASTs are often targeted by underage customers because they don't have to deal with a colleague, so you need to be extra watchful and make sure that the area is supervised to check for customers who are under age or under the influence.

The AST process is slightly different, but all the restrictions and legal requirements are the same. When a customer scans the product, the AST warning light will flash to let you know.

When this happens follow the Challenge 25 procedure:

- Make eye contact with the customer. If you can't see them call another colleague over to carry out the checks
- Attach the key fob to the till or your attendant screen. You must link and unlink the key fob at the start and end of each shift. When you're linked to it, you're responsible for the sales you authorise, so never share a key fob
- Follow the prompts on the AST screen. These are different from your normal till prompts but you must still challenge anyone who looks under 25

Read on



When this happens follow the Challenge 25 procedure:

- Make eye contact with the customer. If you can't see them call another colleague over to carry out the checks
- Attach the key fob to the till or your attendant screen. You must link and unlink the key fob at the start and end of each shift. When you're linked to it, you're responsible for the sales you authorise, so never share a key fob
- Follow the prompts on the AST screen. These are different from your normal till prompts but you must still challenge anyone who looks under 25

Management and reporting

The tills process helps us to keep track of any refusals. Store managers check reports weekly to make sure that colleagues are regularly challenging customers and keeping everyone safe.

Some stores might have more challenges than others and the numbers might change at different times of the year. But managers will be concerned if the number of challenges ever drops.

Read on

^
Section 10 - Working the tills

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Good things to say

Which of these would be good things to say when challenging a sale?

You can choose more than one, then press Submit.

- Wow, you look like you've had a skinful, I can't serve you.
- I'm afraid by law I can't serve you if you don't have any valid ID.
- Have you seen these signs before? We follow the Challenge 25 policy.
- It's really boring I know, but I'm not allowed to sell you cigarettes if I think you're underage. I wish I could.
- Get out and don't come in here again.
- Can I just check your ID as you're lucky enough to look under 25?

SUBMIT



Sales Restricted Products Level 1

3% COMPLETE

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Have you seen these signs before? We follow the Challenge 25 policy.

It's really boring I know, but I'm not allowed to sell you cigarettes if I think you're underage. I wish I could.

Get out and don't come in here again.

Can I just check your ID as you're lucky enough to look under 25?



Correct

That's right well done, these are all good things to say to customers:

I'm afraid by law I can't serve you if you don't have any valid ID. Have you seen these signs before? We follow the Challenge 25 policy. Can I just check your ID as you're lucky enough to look under 25?

You can make it less personal by mentioning the rules in place. Often it isn't what you say but how you say it. Talk to your colleagues or your manager and ask them what's a good thing to say to customers when you have to ask for ID or refuse a sale? As long as you're polite we will always support your decision to ask for ID or refuse.

TAKE AGAIN



Read on



Correct

That's right well done, these are all good things to say to customers:

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TAKE AGAIN



Read on



Saying no +

If you ever think that the customer shouldn't be buying a restricted item, either because they don't have an appropriate ID or they're under the influence of alcohol or drugs, then it's your right to refuse the sale.

Escalations +

If you feel like the situation is getting out of hand, or a customer's acting aggressively, you should call your manager or person in control. Be tactful, and polite. But you should never feel threatened into continuing with a sale. Trust your instincts and refuse any sale that you're not sure of.

Complaints +

If a customer is upset, you can give them the customer relations number. But you should feel confident that you're upholding the law and doing the right thing.



REVIEW

FEEDBACK

Sales Restricted Products Level 1

8% COMPLETE

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Summary

1



Selling the right products to the right people is at the heart of what we do. It's what we've done for hundreds of years in the communities that we serve. It's part of Being Co-op.

We want a safe Co-op for our members, customers and colleagues every single day. So be confident, challenge when you need to and help us to protect our reputation and our future.

1



That's the end of level 1 but it shouldn't be the end of the learning, talk about sales restricted products and share your ideas with your colleagues and manager. Let's succeed together.

Please click 'EXIT' to close the module and then the 'X' in the top right corner to finish the module.

EXIT