

18+

Responsible Play Knowledge Check



You have demonstrated the right level of
knowledge in the following areas:

Retailer Number:

686147

Preventing Underage Play

- | | |
|---|-------------------------------------|
| 1. Age to play/sell National Lottery products | <input checked="" type="checkbox"/> |
| 2. Challenging players & acceptable forms of ID | <input checked="" type="checkbox"/> |
| 3. When and how to refuse a sale | <input checked="" type="checkbox"/> |

UNDER 25?

Please show ID
when buying age
restricted products

Minimising Excessive Play

- | | |
|--|-------------------------------------|
| 4. Offering support to your customers | <input checked="" type="checkbox"/> |
| 5. Identifying & understanding signs of excessive play | <input checked="" type="checkbox"/> |
| 6. Scratchcard Limit | <input checked="" type="checkbox"/> |

Agreed Actions:

✓ All Trained
✓



Training information
available here:

tnipartnerstraining.co.uk

*Not applicable in all stores

Date of Visit

15/25

Name:

Shivam

Position:

Manager

Turn over for Knowledge Check information



**NO ID
NO SALE**

18+

Players must be 18+ to buy National Lottery products

CERTIFICATE OF COMMITMENT

TO BEING A RESPONSIBLE RETAILER

Congratulations to

Shivam Patel

who passed their mystery shopper visit on

25/07/22

by correctly refusing the sale and asking for proof of age

This store abides by the following recommended safeguards:

- Staff are trained on selling age-restricted products
- Have a system in place to ensure all staff ask for ID
- Only accept approved forms of identity – No ID, No Sale
- Use a Refusal Register for all refused sales



Acceptable forms of identification:

- Passport
- Photo Driving Licence
- Military ID Card
- Or any ID which has the PASS logo, e.g. Citizen Card



**TOP
TIPS**

Continue Being a Responsible Retailer

- ✓ Make sure everyone is trained to request proof of age
- ✓ Always look at the customer and ask for ID if unsure of age
- ✓ Ensure your staff feel supported in challenging customers for ID

18+

UNDER 25?

No ID, No Sale

Players must be 18+ to buy or claim a prize for all National Lottery Products



Certificate of Commitment

For being a Responsible Retailer

Congratulations to

PREMIER MACKNADE STORE

who passed their Underage Play Mystery Shop Visit on:

30/07/2024

by correctly asking for proof of age and refusing the sale

This store follows recommended safeguards:

- Staff know that National Lottery products are age-restricted
- Have a system in place to ensure all staff ask for ID
- 16 or 17 year old staff members cannot sell National Lottery products unless pre-trained with a signed authorisation record or authorised at the time of sale by a responsible adult over 18
- Only accept approved forms of identity – No ID, No Sale
- Use the Refusal Register to record all refused sales



This store asks for acceptable forms of identification:

- Passport
- Photo Driving Licence
- Military ID Card
- Or any ID which has the PASS logo, e.g. Citizen Card

Continue to be a Responsible Retailer

- ✓ Provide regular staff training to prevent underage play
- ✓ Use STOP, LOOK, CHECK when asking for ID
- ✓ Ensure staff feel supported to challenge customers for ID and use Challenge 25 to assess age*



For more information visit the Retail Training Centre
www.tnpartnerstraining.co.uk

*Or follow your store policy. **Not applicable in all stores – refer to your in store training procedures where relevant.