



MANCHESTER SAFEGUARDING
CHILDREN BOARD

Criteria for a Recognised Proof of Age Scheme

This guidance was produced by the MSCB in partnership with the Licensing Authority, MCC Trading Standards, Greater Manchester Police and Public Health Manchester. Its purpose is to clearly set out the criteria that licensees and their staff are expected to meet in order to operate a proof of age scheme that is recognised and approved by the authorities in Manchester.

For a proof of age scheme to be recognised and approved, it must seek to prevent the sale of all age restricted products, including alcohol, tobacco and adult magazines/publications and must operate the following components:

Proof of Age must be requested if staff suspect that the customer is under the age of 18 years. To assist staff the 'Challenge 25' rule or similar should be applied. This means that if a customer appears to be under 25 years of age staff must ask them to prove they are over 18. Documents acceptable as proof of age must have a photograph of the holder plus a date of birth, i.e. passport, driving licence, military ID or an ID card featuring the 'PASS' hologram. If the customer cannot prove they are old enough, the sale must be refused.

Refusals Register – when a refusal is made this must be recorded, using a written log book or till prompts. Written records should include the date and time of the refusal, the product the young person attempted to buy, a physical description of the customer and any other significant comments (for example if the incident was reported to the police; customer confrontation). The refusals register should be kept near the till. Till prompts/refusals registers should be retained and made available to the authorities for inspection on request. Refusals records should be regularly checked by the premises management to ensure staff are completing them properly and to help management identify staff training needs.

Signage to publicise the scheme signs should be prominently displayed throughout the premises, particularly in alcohol display areas and around the till. This alerts customers to the fact that they may be asked to prove their age and can help staff to diffuse confrontations by transferring the blame on to the scheme/law. Signage also reminds staff to ask for proof of age.

Staff training – staff should receive induction training prior to selling age restricted goods and refresher training must be delivered regularly. Training records must be maintained and detail: the content of the training*, date, name and qualifications of the trainer, signatures of the trainer and trainee. Training records must also include evidence that the trainee has gained knowledge /understanding of the training (for example, a test or quiz, completed and signed by the trainee).

***The content of the training must include:** the law in relation to young people and alcohol/ age restricted goods; what are age restricted goods; how to monitor for proxy purchase; the penalties for making an underage sale; how to make a refusal; how to record a refusal; types of acceptable ID and how to check it; the four core objectives of the Licensing Act 2003 and the premises policy for meeting the core objectives to ensure the premises operates legally and responsibly to prevent underage sales.

Please note: Membership of a Responsible Retailer scheme will help you to fulfil this criteria - visit the [Manchester Best Bar None](#) site and the [Manchester Public Health](#) site for more details.