

## Introduction

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**This course will provide you with what you need to know to keep underage people out of your shop. It will also help you to meet your obligations as an employee under the legal and professional codes of practice that govern what you do.**



Research shows that minors are particularly prone to develop gambling problems if they are allowed to play adult gambling activities.



## Why is this course so important?

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**Because YOU can make a difference.**

Your role in preventing children from gambling is crucial; it makes you an important barrier to illegal underage gambling.

“ On average, young people were 12 years old when they gambled for the first time.-Gambling Commission Dec 2017 ”



## The Law and how you are monitored

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Apart from your boss, who else is monitoring your performance in preventing underage gambling?

- Inspectors from the Gambling Commission
- Local authority staff
- Test Purchasers



## Age Verification and the Law

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- In line with the severity of the risk of gambling to young people, a failure to implement the Think 21/25 policy means severe penalties if someone under the age of 18 enters your shop (and potentially gambles). Do you know what the penalties are, for both for you and your employer?

Select each tab below for more information

Prosecution



Licence



**The licence of the shop could be reviewed and revoked by the local authority (or onerous conditions added)**

Disciplinary



## Keeping kids out of the shop

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People under the age of 18 are not allowed to gamble in betting shops or even to enter the premises. Your door signage says so clearly. To help prevent underage gambling, shops enforce a Think 21.

When should you challenge someone you suspect is under 21? ^

**Before they get into the shop - check that your signage makes it clear that you operate a Think 21 policy.**

**If your signs haven't put them off, stop what you are doing, make eye contact and challenge them:**

- As soon as they try to get into the shop
- Before they have reached a machine or the counter.
- If they manage to get to a machine, before they try to play.

! The Think 21 campaign means that if someone seems to you to be under this age you need to ask them to provide valid photographic identification to prove that they are over 18. If they don't have this ID, you must refuse to serve them and ask them to leave the premises until they can provide proof of their age.



## Asking for proof of age

Someone who appears under 21 must be challenged for ID

- Do you make eye contact as customers enter your shop
- Are your door posters visible
- Regularly walk the shop floor and make sure you are ready to approach customers to ask for ID

### Which forms of ID are acceptable?

- Passport
- Photo Card Driving Licence
- Military ID card
- A Citizen Card (or other form of ID with a "PASS" logo)

Only these count as adequate proof of age and verifiable identity.

Make sure the picture matches the person, if unsure refuse access.

Dont Guess, be certain



Select if each tab is valid or invalid form of ID

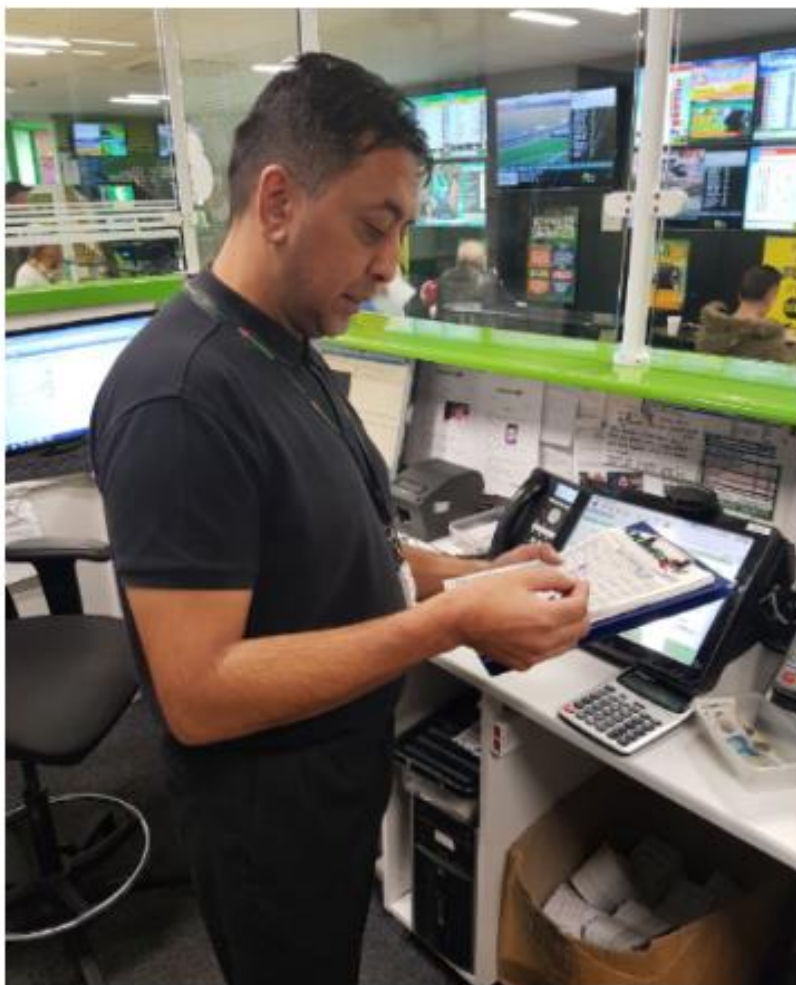
Student Card

Valid forms of ID

Invalid forms of ID







## Challenges

Make sure you record all underage attempts to gamble, all age verification challenges and the outcomes on Jenningsbet "Age Challenge log" forms and also on our online reporting site.

These should be completed asap from the time of challenge.

This is important so that we comply with the Gambling Commission's regulations.

A screenshot of a web application interface for "Social Responsibility Data Entry". On the left is a blue sidebar menu with icons and labels for: Dashboard, Retail, Work Log, Time Off, Reports, Social Responsibility, Casino, Training, and SRM Data Entry. The main content area shows a breadcrumb trail: Home / Social Responsibility / Minimums - 02/10/2021. Below this is the title "Social Responsibility Data Entry" and a form with the following fields: Staff Name (text input), Customer Name (text input), Incident Type (dropdown menu with "Underage" selected), Reported to report (text input), Incident Date (text input), Customer ID (text input), Customer age (text input), and Incident Details (text area). At the bottom of the form, there is a checkbox labeled "Upload to End the above data is correct" and a "Save New" button.

## Keeping Records

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! Why do we need to keep this information?

### The Law demands it.

- During Compliance checks, you will need to show what you have been doing to safeguard your customers from harmful gambling and keep kids out. You will be able to evidence the action you have taken because it will be clearly recorded on the shops logs.
- Having a record will also ensure that you have evidence to prove you did make a challenge, if it is queried as a result of a Serve Legal Visit. More information on Serve Legal in the next section of the course.

### It is a legal requirement - you must record

1. the circumstances
2. the outcome of any Think 21 challenge on the Age Challenge Log and on the Online Reporting.





## What do 'Serve Legal' do?

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Serve Legal are the company who carry out mystery shopping to check if you challenge anyone who look like they could be underage. You will not know when this is happening in your shop.

Your shop will be tested at least twice a year by Serve Legal and their team. You will not know that it is happening - except you will be challenging underage individuals as usual!

You will fail the test if you do not carry out the following;

- Make eye contact when they enter the shop
- Ask for valid ID as soon as they enter the premises

# Serve Legal

*protecting your business*



Staff who fail Serve Legal tests will be investigated and could face disciplinary action.





## Main Points covered on the course

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We have seen on this course just how important it is to keep kids away from gambling.

You now know about the legal rules and professional codes of practice that describe how you should do this.

Having completed this course you should understand the following.

- Why preventing underage gambling is so important
- Complying with the law and professional standards
- When and how to challenge a young person
- Asking for valid proof of age
- Recording attempts to gamble by underage people

**JENNINGSbet**



## Assessment

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7  
Questions

80%  
Pass mark

Start  
assessment



Question 1.

# Serve Legal

*protecting your business*

What is the Serve Legal process?

- A twice yearly check that you are carrying out Think 21 processes at all times
- Mystery shopping carried out around the country by a team of under-18s
- The Gambling Commissions' regulations on underage gambling
- A mystery shopping exercise that can have serious implications for you and your company if there are ongoing failures

✓ Submit



## Question 2.

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Ideally, when should someone you suspect to be 21 years old or younger be asked for ID?

- Once a bet has been placed
- After they have approached you
- On entry to the shop, before placing any form of bet
- Once they walk towards and EGM or SSBT

✓ Submit



### Question 3.



What should you do if you suspect someone under 18 has entered your shop, but you are currently busy serving another customer? Tick ALL the answers you think are correct, then Confirm.

- Ask the customer you are serving to wait a minute
- Make eye contact with the underage customer
- Wait until the underage person attempts to gamble, then challenge them
- Note your challenge on the age challenge log sheet and record on Reporting Website
- Make it clear you require the underage customer to show valid ID

✓ Submit

## Question 4.



What happens if your shop is subject to a compliance check on underage gambling? Tick ALL the answers you think are correct, then Confirm.

- A mystery shopper aged 16-17 will attempt to gamble in your shop
- A mystery shopper aged 18-19 will attempt to gamble in your shop
- The mystery shopper will check that the shop is clearly displaying Think 21 material
- The mystery shopper will check that there is a 'No Under-18s' sticker on the shop door
- At the end of the visit, the mystery shopper will let you know that they will be filing a report

✓ Submit

## Question 5.



How old must you be to enter a betting shop? Please select the correct answer from the following.

- 21 years old
- 16 years old
- 18 years old
- 25 years old

✓ Submit

## Question 6.



What are the potential consequences of allowing an underage person to gamble? Select all the correct answers from the following options:

- The shop's licence could be reviewed
- You will have to take a test before you are allowed back to work
- Nothing, if you try your best not to do let it happen again.
- You could be subject to disciplinary proceedings
- You could be fined up to £5000 or face imprisonment

✓ Submit

## Question 7.



Where must all age verification challenges be logged? Please choose the correct answers from the ones below.

- Age challenge log (written copy)
- On a betting slip
- Online reporting website (Shopworks)
- Dont need to be recorded unless they actually gamble
- Incident report form

✓ Submit