12. What your shop policy is if a customer becomes aggressive because of a refusal to sell alcohol and steps staff should take to protect themselves?	✓
13. What to do if person they are serving is 'drunk' and what your store policy is as to what 'drunk' means?	✓
14. Where and how to record any refusals to sell, challenges for proof of age, use of fake ID or any other incidents such as aggressive or abusive customers etc?	✓
15. Why it is important to record incidents/refusals to sell?	✓
16. The law that staff under the age of 18 are not allowed to sell alcohol to anyone and the consequences for breaking this law?	✓
17. What the shop policy is for an under 18 year old to get authorisation for sales involving alcohol?	✓

The above areas are a best practice minimum only.
Use the section below to write down other areas of shop practice that you train staff on, that will help you avoid selling alcohol to under 18's or help your shop comply with the objectives of the licensing Act 2003. For example, if you operate a banning system for problem customers, what do staff need to know for it to operate successfully?
(If you need more space, note this is the case below and securely attach an additional sheet).

Full name of person trained	Signature	Position in shop	Date dd/mm/yyyy
▆▆▆▆▆▆▆▆▆▆	▆▆▆▆▆▆	Shop Assistant	13/01/ 20
Full name(s) of trainer(s)			
Romita Dominiska	Jennische	owner	13/01/20
Full name of Designated Premises Supervisor or personal licence holder authorising person trained to sell alcohol (NB Under 18's cannot be authorised to sell alcohol).			