

SCOTTISH AWARD IN RESPONSIBLE ALCOHOL RETAILING

Specimen Questions

The specimen examination questions contained in this publication are representative of the type of questions used to assess candidates taking the SCOTTISH AWARD IN RESPONSIBLE ALCOHOL RETAILING examination.

Candidates are assessed by a 25 question, 30 minute, multiple choice examination. Part One of the examination consists of 2 questions on licensing law which is considered to be the minimum knowledge required to retail alcohol responsibly. Candidates have to answer both questions correctly to pass. Part Two consists of 23 questions on other aspects of alcohol retailing for which the pass mark is 15 out of 23.

The answers to each of these questions are shown on the last page.

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Specimen Questions

Part One

- 1 In addition to the purchaser's age, what evidence is required to prove the offence of selling alcoholic liquor to an underage person?
 - A That the actual sale of alcoholic liquor took place
 - B That the purchaser was accompanied by an adult
 - C That the sale was authorised by a senior manager

- 2 If a person who is drunk attempts to purchase a drink containing alcoholic liquor, what **must** you do?
 - A Refuse the person service of the alcoholic liquor
 - B Serve the alcoholic liquor if the person complains
 - C Use as much force as possible to eject the person

Part Two

- 3 The time it takes the body to remove one unit of alcohol is about:
 - A 40 minutes
 - B 50 minutes
 - C 60 minutes

- 4 The amount of alcohol that gets into a person's blood stream and the speed at which it does depends on:
 - A The person's gender, the type of alcoholic liquor drunk and the temperature that day
 - B The person's size, gender and the quantity of alcoholic liquor drunk
 - C The person's emotional state, quantity of food eaten and the time of day

- 5 One unit of alcohol is equal to:
 - A 10 ml of undiluted alcohol
 - B 15 ml of undiluted alcohol
 - C 20 ml of undiluted alcohol

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- 6 What notices **must** be displayed on licensed premises?
- A Anti-drug posters and contact details for rehabilitation clinics
 - B Information on local events and drink promotions in the premises
 - C Tobacco sales notice and a no smoking notice
- 7 The Weights and Measures Act (Intoxicating Liquor) Order 1988 requires that draught beer and cider **must** be sold in measures of:
- A 1/4 pint, 1/3 pint and multiples of 1/3 pint
 - B 1/3 pint, 1/2 pint and multiples of 1/2 pint
 - C 1/2 pint, 1 pint and multiples of 1 pint
- 8 In Scotland, the term 'permitted hours' in licensed premises refers to times during which:
- A Alcoholic liquor may be sold
 - B All customers are permitted to enter the premises
 - C All licensed premises in the area must be open to the public
- 9 What form of proof of age is **least** reliable?
- A A full UK driving licence with a photograph
 - B A passport with a photo and a signature
 - C A student union card with a signature
- 10 What should you do if a customer needs help with transport home?
- A Advise them on available local transport
 - B Permit them to stay at the premises overnight
 - C Tell them not to drink so much alcoholic liquor in future
- 11 When asked by customers about a particular drink, what information should you be able to accurately give them?
- A Whether the drink has a pleasant taste or not
 - B Whether the drink is alcohol free or low alcohol
 - C Whether the drink should be served with a mixer

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12 If a conflict situation arises on licensed premises, what is the **best** course of action to take?

- A Getting a large group of customers to help resolve the conflict
- B Intervening immediately using maximum force
- C Trying to remain calm and keep other people calm

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Answers

Q	Answer	Assessment Criteria
1	A	3.2 The law and consequences for breach of the law in relation to the sale of alcohol to children
2	A	2.6 The duty not to permit drunkenness and disorderly conduct
3	C	1.4 How the human body eliminates alcoholic liquor
4	B	1.3 The nature of 'alcoholic liquor' and how it affects the human body
5	A	1.6 What a unit of alcohol is and recommended safe weekly limits of alcohol consumption for men and women
6	C	2.9 Notices to be displayed in licensed premises
7	B	2.10 The law with regard to weights and measures
8	A	2.2 The law with regards to permitted hours, drinking-up time and restriction orders
9	C	3.5 Recommended forms of proof of age and how PASS schemes help to uphold age-related law
10	A	4.2 Policies to promote responsible consumption of alcohol in relation to drink-driving
11	B	4.3 Tactics and practices that a socially responsible team member can use to reduce the risk of anti-social behaviour and crime in and around licensed premises
12	C	5.3 How effective customer service can assist in the prevention and avoidance of conflict situations

Please note that the assessment criteria numbering does **not** refer to the Scottish Award in Responsible Alcohol Retailing handbook. The learning outcomes and assessment criteria can be found in the centre manual, Section 1.