AGE VERIFICATION AUDIT TERMS - DECODED

Key terms that businesses must understand to provide clarity on age verification and audits, are below.

Age Verification: The process of confirming an individual's age to ensure compliance with legal requirements, particularly in industries selling age-restricted products or services.

Challenge 25: A widely adopted policy where individuals who appear to be under 25 are asked to provide proof of age. This proactive approach ensures compliance even if the legal age is 18.

Think-25: Same as Challenge 25

PASS Card: A Proof of Age Standards Scheme card issued by the national PASS scheme, providing a standardised and recognised form of identification.

Compliance Audit: A systematic examination of business processes and operations to ensure adherence to legal and regulatory requirements, such as age verification policies.

Internal Compliance Assurance: A commitment to maintaining compliance through internal processes, often involving trained internal staff to conduct audits and assessments.

Serve Legal Audits: Specialised compliance audits conducted by Serve Legal, where auditors, often aged 18 or 19, test businesses' age verification processes and overall compliance.

Continuous Improvement: A commitment to ongoing enhancement and refinement of processes to ensure they remain effective and compliant with changing regulations.

Responsible Gambling Audits: Audits conducted by Serve Legal to assess the effectiveness of current responsible gambling measures, ensuring operators adhere to best practices.

By decoding these terms, businesses can navigate the compliance landscape with confidence, contributing to a more secure and responsible operational framework.