QUEEN ALEXANDRA COLLEGE BIRMINGHAM

Queen Alexandra College
STUDENT COURSES

Entry Level 3/Level 1 Laser LEAP qualification with Retail

Programme Outline:

Our LEAP Hub Retail programme provides students with the opportunity to develop practical retail skills, gain workplace experience and build the confidence needed for employment, further learning and independent adult life. The programme centres around hands-on learning within The Treasure Box, our on-site college shop, where students experience the day-to-day responsibilities of working in a retail environment.

Students develop knowledge and practical skills in customer service, stock management, merchandising, product display, money handling and workplace communication. They learn how goods move from suppliers to customers while gaining an understanding of health and safety, professional conduct and the expectations of working within the retail sector.

Learning is delivered through a combination of classroom activities, practical shop-based experience, role play, enterprise projects and real-world retail experiences. Students take part in tasks such as serving customers, operating tills, checking deliveries, pricing products, replenishing stock, creating displays and maintaining a safe and organised retail environment. Opportunities through the college trolley service and retail projects further develop teamwork, responsibility and problem-solving skills.

Qualifications range from Entry Level 3 to Level 1.

Areas covered within this programme include:

- Customer Service
- Stock Management
- Merchandising
- Product Display
- Money Handling
- Building confidence in retail and business environments
- Fundamentals of running a business
- Independent living skills (ILS)
- Confidence-building
- Teamwork
- Healthy living



For further information on courses contact us on
Tel: 0121 428 5050 or Email: info@qac.ac.uk
www.qac.ac.uk

- Citizenship
- Rights and responsibilities

In addition, students will have access to a wide range of ongoing wellbeing and mindfulness initiatives.

Work Experience:

The programme includes visits to local shops, retail parks and commercial environments, alongside work experience and employer engagement opportunities where appropriate. These experiences help students understand workplace expectations while building independence, confidence and employability skills in authentic settings.

English and Maths:

Discrete sessions in English and maths including a qualification route, where applicable. Functional English and maths embedded via the curriculum.

Progression:

Students work towards LASER qualifications at Entry Level 3 or Level 1 and are supported to achieve their individual goals and future aspirations. Progression opportunities may include volunteering, supported internships, further education, employment or additional vocational training within customer service and retail industries. The transferable skills developed throughout the course, including communication, money management, teamwork and personal responsibility, also support successful participation in adult life and the wider community.