

# **BSB30120** **CERTIFICATE III IN** **BUSINESS**

## **COURSE OVERVIEW**

**Vanguard Business Education**  
**RTO ID 91219**

[\*\*www.vanguardbusinesseducation.edu.au\*\*](http://www.vanguardbusinesseducation.edu.au)

## About Vanguard Business Education

At Vanguard Business Education, we believe in people. We believe that everyone has the potential to succeed, and we are here to help them do just that. Our customised business skills training and personal development programmes are designed to refresh skills, build confidence and motivate individuals to reach their full potential.

Since 2006, we have been experts in our field, developing systems and courses with sustainable outcomes for our clients. We know that one size does not fit all, which is why we tailor our programmes to meet the specific needs of each individual or organisation we work with. Our team of experienced trainers are passionate about what they do, and they bring that energy and enthusiasm to every training session.

We understand that investing in training can be a big decision, which is why we offer flexible payment options to make it more accessible. Our clients have seen real results from our programmes - increased productivity, improved team morale, enhanced communication and real workplace outcomes. We remain committed to ongoing support and follow-up, ensuring every learner continues to benefit long after the programme has ended.

At Vanguard Business Education, we are not just a training provider - we are a partner in your success.

## Why We Exist

Too many courses are built around old models - rigid, theoretical and slow to evolve. Vanguard Business Education exists for the ambitious realist. People who want results, not red tape. People who want modern, measurable business skills delivered in a way that fits real life.

## Our Story

Vanguard Business Education began in 2006 as KS Training. Our purpose was simple: create learning experiences that genuinely matter in the real world. Over time, we evolved - and so did the professionals we supported.

In 2020, we rebranded as Vanguard Business Education, a name that reflects our mission and the people we serve: forward-thinking, purpose-driven individuals ready to lead with confidence.

## Our Mission

To deliver transformative, nationally recognised business and leadership qualifications that are flexible, practical and backed by real human support - helping learners gain clarity, confidence and career momentum.

## Our Values

**Excellence:** We aim higher than "competent". Training should create lasting change.

**Innovation:** Future-focused learning that keeps students ahead.

**Collaboration:** Built with learners, not just for them.

**Inclusivity:** Talent has no postcode - and neither does potential.

**Integrity:** No hype. Just high-impact education that works.

**Lifelong Learning:** Progress never stops - and neither do we.

## Who We Help

Vanguard Business Education supports learners at every stage of their career:

**Starting your career:** Build foundational business skills and workplace confidence.

**Entering the workforce:** Gain practical, job-ready skills with nationally recognised qualifications.

**Changing careers:** Develop essential skills to transition into a new industry.

**Balancing work and family:** Access fully flexible, self-paced study supported by real trainers and SmartCoach AI.

## Online Learning

This course is delivered online - ideal for busy people who want flexibility without losing support. Learn from any location, at your own pace, with:

- Modern online learning systems
- Virtual trainer support
- SmartCoach AI assistance
- Engaging learning activities
- Real human help whenever you need it

Your investment in learning is an investment in your future. We work diligently to ensure every learner receives the support they need to progress confidently and successfully.

## About This Qualification

This qualification is the perfect starting point for learners entering the workforce, changing careers or seeking to formalise their existing skills. It builds strong foundations in communication, teamwork, digital literacy, workplace safety and personal effectiveness. Learners develop practical, job-ready skills used across a wide range of industries and business environments.

## Who This Course Is For

This course is ideal for individuals who are:

- New to the workforce and building foundational business skills
- Keen to improve communication, teamwork and digital capability
- Transitioning to a business support or customer service role
- Seeking flexible, online study options
- Looking to build confidence and readiness for real workplace environments
- Balancing work, family or other commitments

## What You Will Learn

Graduates will gain skills in:

- Workplace communication and collaboration
- Inclusive work practices and teamwork
- Workplace health and safety
- Personal wellbeing and sustainability practices
- Digital technologies and business software
- Document creation and information handling
- Critical thinking in team environments
- Work organisation and scheduling
- Customer service delivery

## Delivery and Study Options

**Mode:** 100% online

**Duration:** Up to 12 months

**Study commitment:** 8-10 hours per week

**Support:** Qualified trainers, online facilitators, SmartCoach AI learning assistance

# Units You Will Complete

A total of 13 units must be completed.

Units are delivered through four integrated learning clusters:

## Cluster 1: Workplace Communication and Collaboration

*Focus: engaging in workplace communication, inclusive practices and document writing*

- BSBXCM301 Engage in workplace communication
- BSBTWK301 Use inclusive work practices
- BSBWRT311 Write simple documents

## Cluster 2: Workplace Health, Wellbeing and Sustainability

*Focus: maintaining workplace safety, personal wellbeing and sustainable practices*

- BSBWHS311 Assist with maintaining workplace safety
- BSBPEF201 Support personal wellbeing in the workplace
- BSBSUS211 Participate in sustainable work practices

## Cluster 3: Business Documents and Digital Skills

*Focus: using business software, digital technologies and maintaining resources*

- BSBTEC201 Use business software applications
- BSBTEC202 Use digital technologies to communicate in a work environment
- BSBOPS301 Maintain business resources

## Cluster 4: Critical Thinking, Organisation and Customer Engagement

*Focus: critical thinking, work organisation and customer service delivery*

- BSBCRT311 Apply critical thinking skills in a team environment
- BSBPEF301 Organise personal work priorities
- BSBOPS303 Organise schedules
- BSBOPS304 Deliver and monitor a service to customers

## Career Opportunities

Possible job roles include:

- Administration Assistant
- Office Junior
- Customer Service Officer
- Receptionist
- Sales Assistant
- General Clerk

*Completion of this qualification does not guarantee employment.*

## Entry Requirements

There are no training package entry requirements. Learners will need:

- Access to a computer and internet
- Basic digital literacy
- Suitable language, literacy and numeracy skills

*A pre-enrolment LLN assessment is required.*

## Fees and Payment Options

**Course fee:** Contact us for current pricing

**Payment options:** Payment plans available

Full details are available in the Fees and Refunds Policy.

## Funding Options

**NSW Smart and Skilled:** This qualification may be available under the NSW Smart and Skilled program for eligible learners.

**Eligibility criteria:**

- NSW resident
- Australian citizen, permanent resident, or eligible visa holder
- 15 years or older (or 17+ for school-based traineeships)
- Not currently enrolled in secondary education (unless traineeship)

*Note: Funding availability and conditions are subject to change.*

## RPL and Credit Transfer

Recognition of Prior Learning (RPL) is available for learners with relevant experience.

Credit Transfer is available for units previously completed with another RTO.

## Pathways

**Educational pathways:**

- Certificate IV in Business (BSB40120)
- Certificate IV in Leadership and Management (BSB40520)
- Other business qualifications

This qualification provides a strong foundation for career progression in business administration and support roles.

## Why Study With Us?

At Vanguard Business Education, we are not just a training provider - we are a partner in your success.

- Flexible, self-paced online learning that fits around work and family
- Support from qualified trainers who are passionate about your success
- Practical, workplace-ready training designed for real-world application
- Modern digital learning tools including SmartCoach AI
- Clustered delivery for integrated, real-world learning
- Ongoing support and follow-up to ensure lasting results
- Customised programmes that recognise individual needs
- Experienced team with expertise since 2006
- Real results: increased productivity, improved team morale, enhanced communication
- Built for the ambitious realist who wants results, not red tape

## How to Enrol

1. Submit an enquiry or application
2. Complete a pre-training review
3. Complete an LLN assessment
4. Finalise enrolment and begin your course

## RTO Responsibility Statement

*Vanguard Business Education (RTO 91219) is responsible for the quality of training and assessment and for issuing AQF certification documentation.*

## Third-Party Statement

*SmartCoach AI provides learning support only. All training, assessment and certification are delivered by Vanguard Business Education.*

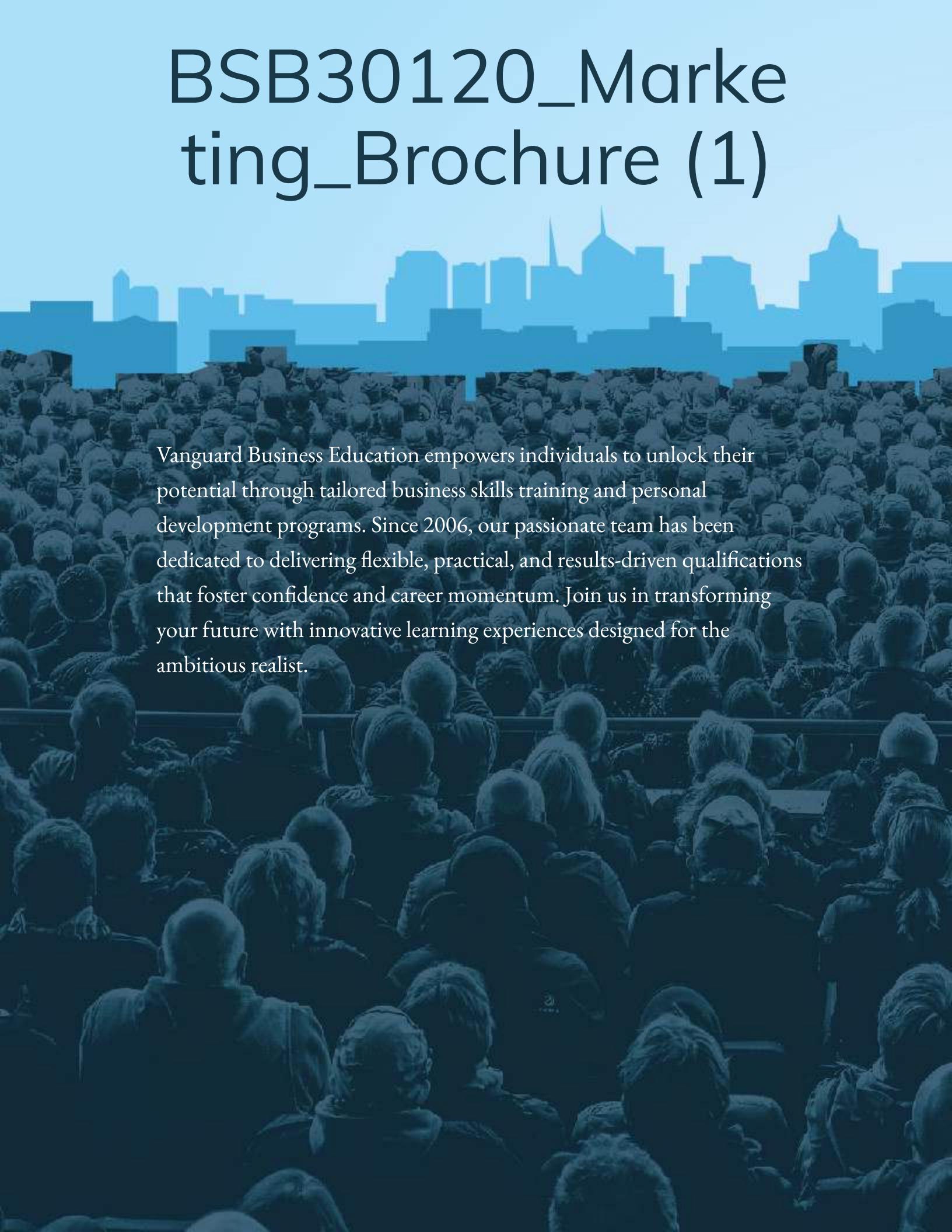
## Publication Disclaimer

*Information in this brochure is correct at the time of publication and may be subject to change.*

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Vanguard Business Education empowers individuals to unlock their potential through tailored business skills training and personal development programs. Since 2006, our passionate team has been dedicated to delivering flexible, practical, and results-driven qualifications that foster confidence and career momentum. Join us in transforming your future with innovative learning experiences designed for the ambitious realist.