



# FY21 Impact Report



# How do we define impact?



For us at Navitas, we see it as the positive and meaningful effect our business has on people and communities. We are directed by our purpose of transforming lives through education and driven by our vision to be the best education provider for our students, partners and people. I am very proud of the incredible Navitas community and everything we achieved in FY21.

In August 2020, the Navitas Board endorsed our Environmental Social and Governance (ESG) Policy, which outlines the ESG principles that we are embedding into decision-making to adapt and thrive in a new world. Part of that adaptation means looking to the UN Sustainable Development Goals, specifically those that closely align with our vision and purpose.

COVID-19 continued to disrupt FY21, meaning the year was not without its challenges. We met those challenges with agility, along with our unwavering commitment to student experience. We pivoted to online delivery and introduced our digital campus, which strengthened our ability to provide quality education so our students could thrive despite ongoing border closures and unpredictable lockdowns.

When it comes to the environment, we are, of course, aiming for less impact. While COVID distracted us from some sustainability initiatives, a silver lining was the drastic reduction in air travel, and the advances in technology that provided us with solutions for collaborating effectively in a virtual world. I very much hope this will be a lasting positive legacy of the global pandemic.

A personal highlight of FY21 was the launch of a new global Diversity, Equity and Inclusion (DEI) initiative. As a company that grew from the desire to make higher education more accessible to people all of the world, diversity and equity are in our DNA. Our new DEI journey is bringing us back to this ideal and helping us to consider inclusivity as a vital part of our culture. We know that progress in DEI will drive innovation, help us to better meet the needs of our students, and ultimately enhance performance. I am excited to see where this journey takes us in FY22 and beyond.

I also took great pride in our Navitas Education Trust, as we continued to support projects providing access to education in remote parts of the world in the face of the pandemic.

Developing this inaugural impact report has reminded me of the fundamental purpose at the core of our business. We don't just talk about transforming lives – we do it every day – through our exceptional education programs and the Navitas Education Trust. However, the process has also highlighted areas where we can improve, and I am making it a priority to strengthen our focus on reducing our impact on the environment and creating a sustainable business that we can be proud of for decades to come.

Best regards,

**Scott Jones**  
Group CEO Navitas



# Who we are

Navitas has helped generations of learners change their lives through education. Over the last 40 years, hundreds of thousands of learners from around the world have graduated from Navitas colleges, having experienced a teaching and learning environment that supports them to harness their talents and achieve their dreams.

Our success is underpinned by our unparalleled international network, a peerless commitment to student experiences and outcomes, a track record of working in partnership with universities and industry, and a passion for discovering new technologies and models of teaching and learning that will improve education now and into the future.



**70,000**  
students



More than **120 colleges**  
and campuses across  
global network



Operating in  
**33 countries**



Partnerships with more  
than **30 universities**



**6000**  
employees



Over **AUD2 million** in  
philanthropic grants  
through Navitas  
Education Trust

# Our vision and values

Our vision is to be the best global education provider in the world for our students, partners and people.

In achieving our vision, we are guided by a strong set of values:



We demonstrate **DRIVE**  
by achieving and  
advancing together



We are **ADVENTUROUS**  
in mind and spirit



We have **CONVICTION** to our  
purpose and potential



We are **GENUINE** in the way  
we behave and deliver



We demonstrate **RIGOUR** in  
enhancing our professional  
reputation and credibility



We show **RESPECT** by  
celebrating, valuing and caring  
for people and the environment

# What we do

Navitas is a leading global education provider. We work with universities, industry partners and governments to transform lives through education. Every year, learners from around the world graduate from Navitas colleges, having experienced teaching and learning support that harnesses talents and helps achieve dreams.

From pre-university and pathway programs to postgraduate and degree programs, English language and vocational training, we provide a range of study options to aspirational learners across our global network of colleges and campuses, powered by our diverse and talented employees.



**University  
Partnerships**



**Higher and  
Vocational Education**



**Language and  
Employability Skills**



# Education

UN Sustainability goals



# Transforming lives through education

Education is what we do. Our purpose of transforming lives through education underpins our decision-making and our focus on offering exceptional student support, delivering better learning solutions, and achieving excellent learner outcomes.

We have Learning & Teaching teams operating in each of our divisions, working closely with colleges to promote teaching excellence, and to collaborate and innovate for ongoing improvement of the student learning experience.



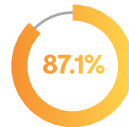
Overall  
**85.2%**

*Data from calendar year 2020*

## Student pass rates



University Partnerships  
Australia



University Partnerships  
North America  
Canada: 86.9%  
US: 91.6%



University Partnerships  
Europe

### Higher and vocational education

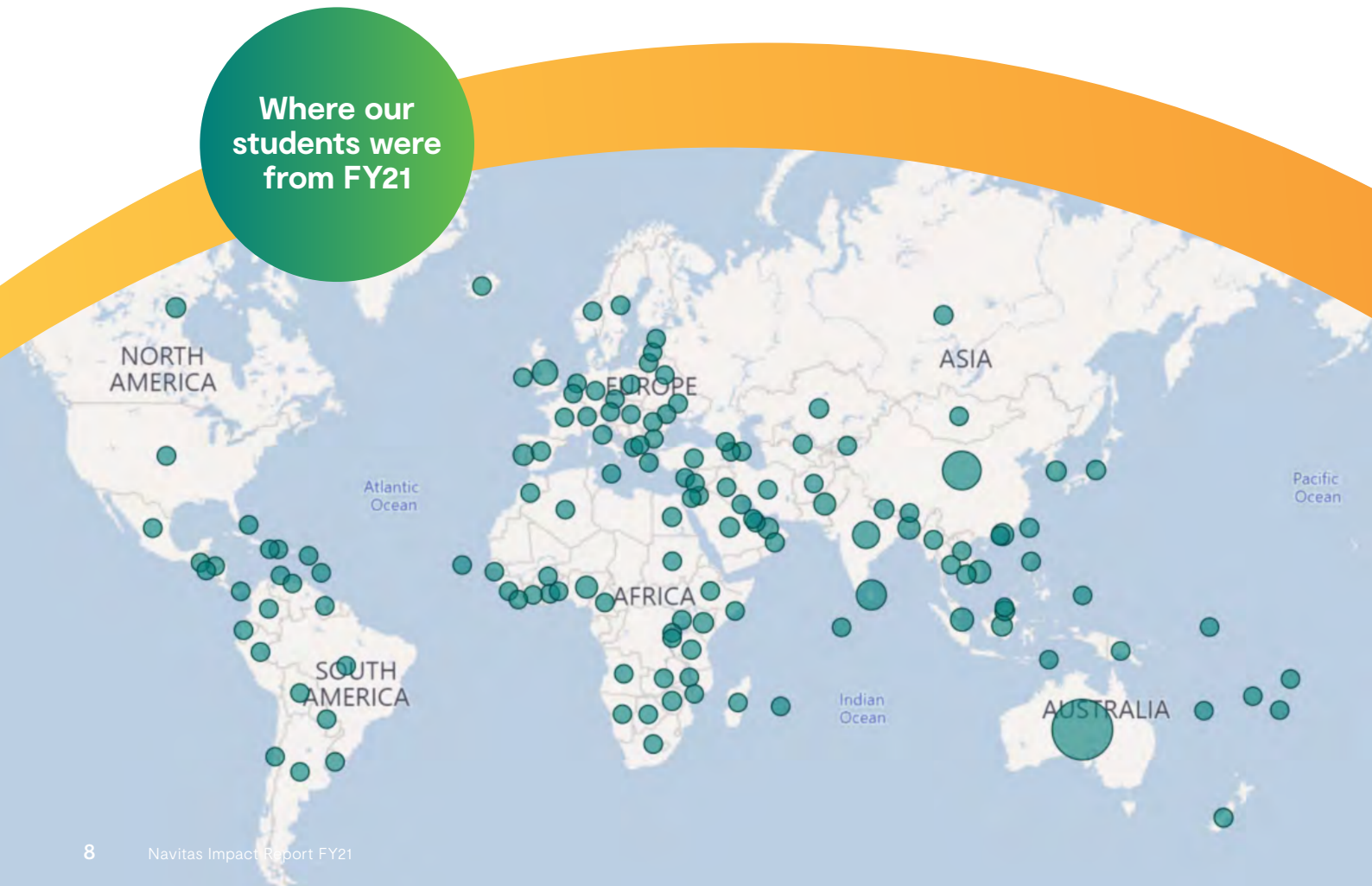


**ACAP**  
Australian  
College of  
Applied  
Professions



**SCIE**  
INSTITUTE

Where our  
students were  
from FY21





## Strengthened university partner relationships

Our partnerships with universities are designed to support their internationalisation strategies by increasing the diversity of the student body in terms of cultural backgrounds, experience and perspectives. In a year when international student movement was severely impacted, we continued to strongly support our university partners and maintained high progression rates from our pathway programs into the universities.

This was made possible by a swift move to online delivery at the start of the pandemic through our digital campus and was enhanced by a further pivot towards flexible learning as the pandemic evolved. Through all modes of delivery, we remained focussed on helping every student to be part of a supportive educational community and achieve their academic potential.

Read more about our digital campus, and watch a video [HERE](#).

## Progression rate 2020

(proportion of students who complete a Navitas pathway program who enrolled in a university partner program).



University Partnerships Australia: **82%**

University Partnerships Europe: **93%**

University Partnerships North America  
Canada: **91%** USA: **85%**

## The Flexible Learning Project

In FY21 the University Partnerships Australia Learning & Teaching team initiated the Flexible Learning Project (FLP) in response to the evolving pandemic situation. With international students mostly still learning via our digital campus, but domestic students increasingly (if intermittently) able to return to campus, this project introduced an innovative new delivery model that enables students to study on-campus or online, synchronously or asynchronously, depending on their circumstances.

An essential part of the project was the Flexible Learning Design Program, to upskill our teachers and adapt our curriculum for a new mode of learning. In FY21, 367 teachers enrolled in the professional development program and 491 units were redesigned for flexible learning.

Watch the *International Education Week: Student Experience* video.



## Building a connected global teaching community

To enhance our global academic community, we publish Green Apple, our eMagazine for teachers, by teachers. Green Apple showcases the innovative thinking of our educators, recognising their talent and commitment and sharing best practice.

In FY21, we published a number of student-support focussed stories by teachers, along with insightful articles covering news from our colleges, stories of personal reflection, and classroom and academic success.







# Community

UN Sustainability goals



# Positive community impact

Our purpose of transforming lives through education extends beyond the experiences we offer our students. Our community development work plays a significant role in improving access to education in locations where it is most needed. The Navitas Education Trust (NET) provides vital funding support to education-based projects that are bringing about change for children, giving them better opportunities to learn and grow.

## COVID response

In FY21, our NET partners met the ongoing challenges presented by COVID in numerous ways, adapting to provide learning at home materials, and online and radio lessons, as well as emergency food distribution and hygiene supplies.

Our NET partner Adara Development has been providing essential health, education, child protection and nutrition service delivery in Nepal throughout the COVID crisis. They also responded directly to the medical crisis by ensuring health posts and hospitals were supplied with PPE and medicine, and that awareness messages were broadcast throughout the community.

## Volunteering

One important aspect of the NET is to find volunteering opportunities for Navitas staff. In FY21, staff members volunteered their time to assist Sun Books, with uploading content to the tablets. Given restrictions to movement in FY21, this was the ideal opportunity, as staff were able to assist 'virtually' from anywhere in the world.

## Looking to the future

In FY22, the Navitas Education Trust is providing funds to long-running partner Classroom of Hope to build a school from eco blocks, which are light-weight, earthquake-resistant bricks made from recycled plastic waste. The technology behind the production of the bricks ensures carbon-neutrality by the repurposing of appropriate plastics with no toxicity.

World Literacy Foundation Sun Books project supports literacy development by bringing 21st Century technology to classrooms commonly described as 'off the grid' (limited or no access to electricity). Sun Book Tablets are powered by solar panels and preloaded with literacy content, providing a low-cost alternative to traditional book printing and transportation.

Innovation in education and technology will be considered a higher priority in future Navitas Education Trust partnerships.

For more information, visit the Navitas Education Trust page of our website.



The total amount provided in grants in FY21 was

# AUD299,017



**Better access to education for 1760 people, and resources developed to assist many more.**



**In response to COVID-19:**

Partners provided much-needed personal protection and hygiene products, COVID-safe training, food distribution and study-from-home learning packs.



**ONE SCHOOL BUILDING**  
and toilet blocks constructed



**40**  
SOLAR-POWERED  
EDUCATION TABLETS  
PROVIDED, AND  
**300** EBOOKS  
CREATED



**30**  
PARENTS  
GROUPS  
FORMED,  
to advocate for the  
importance of girls education



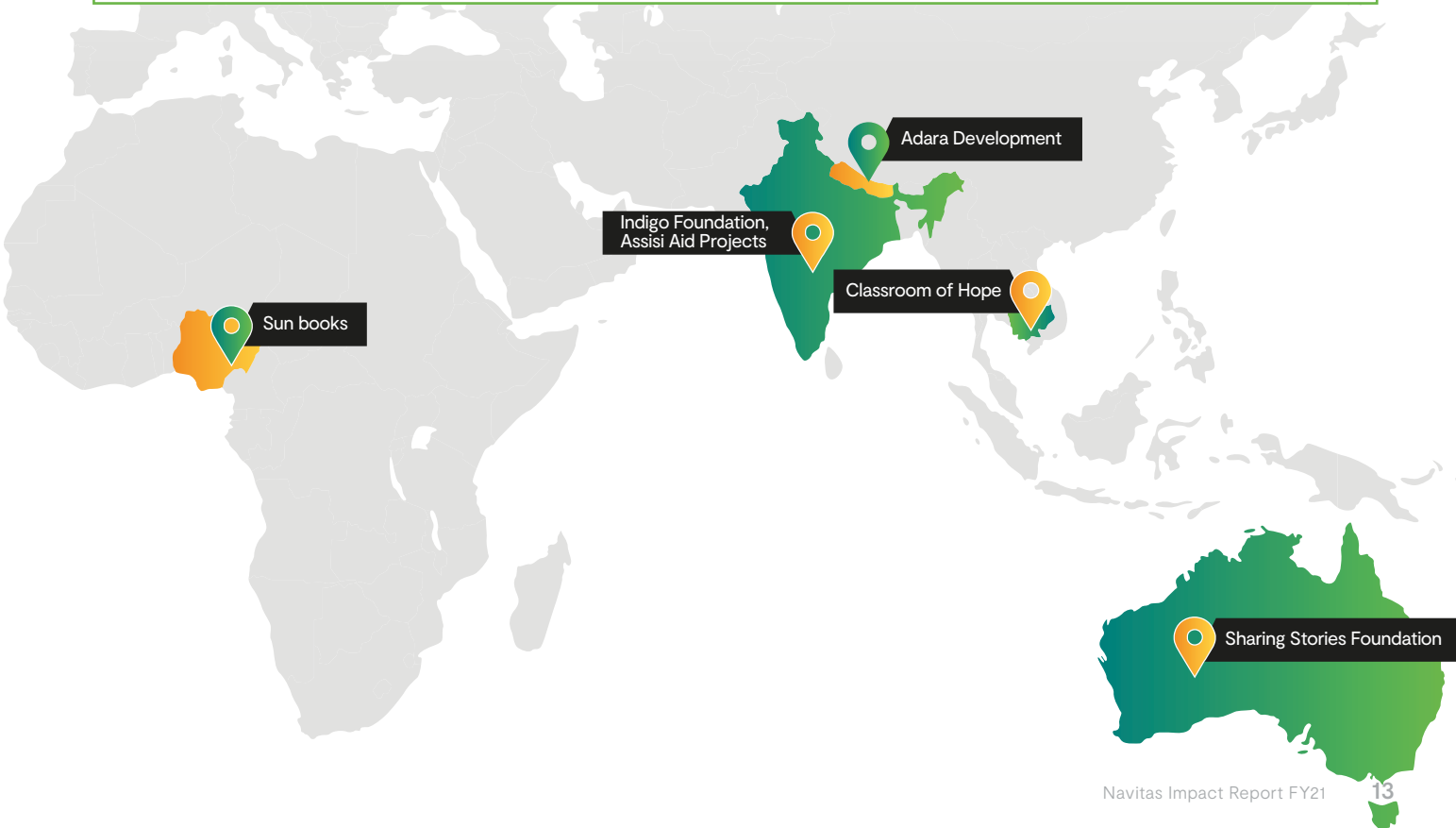
**60**  
SCHOLARSHIPS  
PROVIDED



**346**  
STUDY GROUPS FORMED



**26**  
NAVITAS STAFF  
MEMBERS VOLUNTEERED  
their time to assist with content  
for new partner Sun Books.





# Environment

UN Sustainability goals



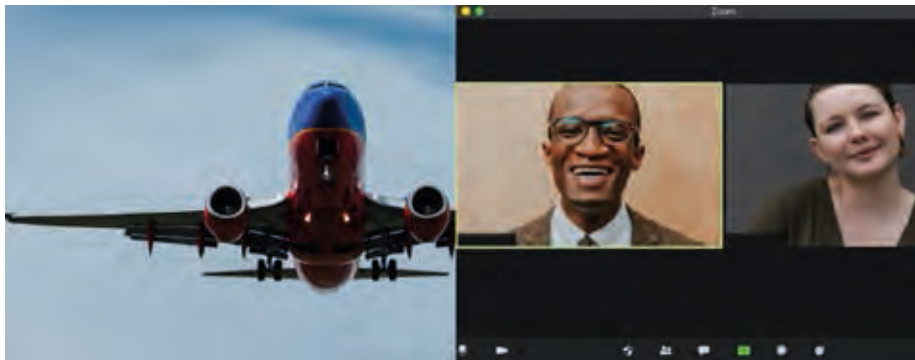
# Valuing our environment

When it comes to the environment, the aim of course, is for less impact. As an organisation, we recognise the risk of climate change, and our values include showing respect by valuing and caring for people and the environment. To extend on our values, in February 2021 we formalised the following organisation-wide mission statement:

*Navitas is committed to protecting the environments in which we operate, minimising waste and seeking sustainable energy solutions wherever possible.*

## Reducing our impact on the environment

Our Environment, Social and Governance Policy provides strategic guidance for the organisation, and in line with the principles outlined, we met our targets for FY21.



### Percentage of FSC Certified printing material and consumables:

Australia: 100%, SAE: 70%, ACAP & Government Services: 85%



**Reduced power usage through energy efficient equipment:** two out of three newly leased premises have a NABERS rating of 3 or above. Our head office at Brookfield Place in Perth has a 5-star NABERS Energy Rating and a 4.5-star NABERS Water rating.



**Our air travel was all but replaced by videoconferencing due to restrictions brought about by COVID-19, resulting in a reduction of 438 metric tons of CO2 emissions.** This is equivalent to 95.3 passenger vehicles driven for one year, or the energy use of 52.7 homes for one year.



**We improved staff awareness and promoted locally driven change assisted by our network of 'Green Warriors' from across the organisation.** Actions included: provision of education material and resources, sharing stories, and promoting webinars and podcasts.

## Watch the World Environment Day support video, produced by Edith Cowan Sri Lanka



### Stories shared across the organisation in FY21:

- Upping the recycling Game – let Griffith College inspire you!
- Sustainability in 2021: Read the mission statement
- Striving for a sustainable festive season
- Sustainability update May 2021
- Get to know your chocolate this Easter – promotion of Rainforest Alliance brands
- Technology provides the work-around: emissions from flying 2020 vs. 2019.
- Reimagining our planet's future: recommended viewing, reading & listening



## Technology provided the workaround in the COVID era

Like many other organisations, we found that the pandemic silver lining was a reduction in environmental impact. While plans for some sustainability initiatives were disrupted, advancements in technology and the agility of our staff resulted in impactful virtual connection in meetings, roadshows, events, learning and teaching solutions and even volunteering opportunities.

In response to the pandemic, we acted quickly to adapt our student offering by introducing the Navitas Digital Campus to bring the Navitas experience to our students in their homes, and our University Partnerships division in Australia implemented an extensive flexible learning solution.

### In FY21, we held the following conferences virtually:

- The annual Navitas Business Partners Conference, under the theme, 'Learnings from Tomorrow', to highlight flexible learning, digital campuses and virtual classes as opportunities defining the future of education.
- Learning & Teaching conference in Europe. Under the theme 'Bringing minds together', this two-day conference featured academics, colleagues and students from across the UK and Europe.
- The ASAM Women and Leadership Symposium; one of the largest gender-focused leadership initiatives in Australia.

### Looking to the future

We recognise the need to establish more robust processes to ensure a more significant reduction of our impact on the environment and to adequately assess the effectiveness of new initiatives.

#### Our goals:



Develop an organisation-wide climate action plan for FY23 and beyond.



Commitment to a long-term, sustained reduction in air travel.



Sustainability in design and construction target for FY22: All construction and fit-out requests must address design and construction sustainability requirements.



Meet FY22 targets for printing stock comprised of sustainable materials based on FSC certification: University Partnerships Australia: 100%, SAE: 90%, ACAP & Government 90%



Meet FY22 target for all newly selected lease premises to have a NABERS rating of 3 or above



Seek Navitas Education Trust partners that are innovative in education and technology to help create a more sustainable world.



Downloadable resources from [Lessplastic.co.uk](http://Lessplastic.co.uk) were made available to colleges and campuses.



# People and Culture

UN Sustainability goals



*Artwork in the SAE Perth foyer by Aboriginal artist, Marcia McGuire, representing a community of talent, education, journeys, and a sense of belonging. Artwork commissioned as part of Reconciliation week 2021.*

# Our people, our priority

At Navitas, we follow our Values in Action; a set of guidelines based on our shared vision, purpose and values. Values in Action highlights the way we prioritise integrity, respect, dignity and fairness and helps keep us accountable. You can find our values outlined on page 4 of this document.

## Diversity, Equity and Inclusion (DEI)

In November 2020, the Group CEO announced the launch of a global Diversity Equity & Inclusion (DEI) initiative. We became a member of the Diversity Council of Australia and conducted a global survey to understand who we are as an organisation and where we stand in terms of diversity, equity and inclusion. In June we invited Diversity Partners to help us understand the findings and develop a DEI strategy to take forward in FY22.

As part of their work for us, Diversity Partners interviewed every member of the Navitas Executive Leadership Team and conducted workshops with employees from across the organisation, giving us deeper insights into our strengths in this area as well as our challenges.



**78 languages** are spoken



**1/3 under 35,**  
**1/3 35-45 and**  
**1/3 over 45.**



**56%** identify as women



**Half** of our senior leaders identify as female



**1 in 10** identify as LGBTQI+



**9%** live with a disability or long-term medical condition



**40%** have a care-giving responsibility



Watch our **Who we are** video **HERE.**

International Women's Day

Watch our **#ChooseToChallenge** pledge video.

Navitas **#ChooseToChallenge** this International Women's Day **#IWD2021**



Pride month

## A new program to recognise and reward staff

In FY21 we launched INSPIRE, our awards-based program, aligned to our six Navitas values. INSPIRE is a celebration of our extraordinary talent, and the significant impact individuals, teams and colleges have on the lives of our students and our success as an organisation.

## Opportunities for MBA study

To celebrate Navitas Professional Institute accreditation to deliver a Master of Business Administration (MBA), we offered full scholarships for individual MBA units to eligible permanent employees within our global network.



## Wellness, Health and Safety in a COVID world

COVID-19 continued to impact our staff in FY21 due to disruptions caused by sporadic and lengthy lockdowns and many still being required to work from home. We prioritised health and safety by introducing mandatory COVID-safe training for all employees and providing resources and regular updates to staff to keep our work and learning environments as safe as possible.

### FY21 initiatives

New **Employee Assistance Program (EAP)** offering, with the appointment of Lifeworks as our global\* provider, allowing us to **extend support to staff in India, Bangladesh and Pakistan.**

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**Wellness@Home resource hub** to support staff wellbeing while working from home and dealing with uncertainties of the pandemic.

.....

**Mental Health First Aid (MHFA) training** for staff. Sites across Australia and New Zealand now have an MHFA representative.

.....

At the end of 2020, employees received up to **three additional days leave** as a goodwill gesture to recognise the sacrifices employees made and challenges faced during 2020.

.....

Global **Move More Challenge**, with 156 teams signing up and covering a total of 426,900km.

.....

**Wellness webinars held across the globe** with topics including mental health awareness, managing stress, financial management, healthy relationships, sleep, resilience, diet and helping others, **reaching over 1000 employees.**

\*Europe to transition in April 2022.



### Looking to the future:

In FY22 we are continuing to focus on mental health and wellbeing, and progress our Diversity, Equity & Inclusion journey. Initiatives include a review of all people-related policies, the creation of divisional DEI committees with representation from every level of the organisation, training for all staff and a calendar of events to celebrate days of importance to our diverse community.

As an education organisation, we will increase our focus on professional development for our staff by providing access to LinkedIn Learning to all our permanent employees. We will also be looking to expand MHFA training to other regions in coming years.

# University Partnerships



# Higher and Vocational Education



# Language and Employability Skills







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