



# Navitas Hosting Services

2022-2023

# Navitas Hosting Services

## What is hosting?

Navitas Hosting Services are a value-add support service we provide for our university partners seeking to develop their in-market presence offshore. Our Hosting Services help UPs access the services of dedicated staff in the chosen Navitas Source Country Office.

Through hosting services, University Partners can benefit from Navitas' network of Source Country Offices services in countries across the globe – with all in-country office facilities taken care of, including HR, payroll, and in-market support.

Our centralised operation structures allow for efficient management of offshore services across multiple markets via standard and consistent service agreements. Our network of offices is built specifically for the education market through design, location, and established in-house culture of market expertise.

## Navitas Source Country Offices

- We have been providing hosting services for University Partners since 2016.
- We currently provide services using over 75 dedicated staff from 22 University Partners.
- We've seen recruitment of more than 70,000 students annually to 40 University Partners and colleges globally.
- Our Wholly Foreign-Owned Enterprise (WFOE) in China was established in late 2015, which permits Navitas to legally employ staff and have them work from our office network. Since then, Navitas has set up other subsidiaries in markets such as Vietnam as these are high risk markets where operating is complicated.

## Why use Navitas Hosting Services?

Many institutions focused on creating sustainable, long-term recruitment pipelines from international markets are seeking to invest in permanent, on-the-ground resources to achieve this. Beyond recruitment, institutions want wider engagement in-country, including partnership development and alumni relations.

Sourcing services or recruiting staff in foreign jurisdictions is complex. Home-based staff are often not legally employed, and as such, a partner with a legal entity in-market is usually required to provide:

- office space
- payroll
- compulsory social security contributions
- a local labour agreement (legal employment contract).

Competition for talent within our industry is increasing and finding and retaining high-calibre employees in competitive marketplaces overseas is challenging. Like anywhere, staff require great corporate culture, a rewarding job, a competitive salary, and the opportunity for career progression.

In addition, entry and expansion into many source markets can be risky. The compliance cost associated with operations in source countries is high, and HR/payroll/compliance legislation in countries like China and Vietnam are complex and ever-changing.

We aim to reduce the risk for UPs and ensure their brands are protected. Our local expertise allows Navitas and UPs to manage and monitor offshore services on an ongoing basis, with a direct impact on student numbers and in-country relationships.

## What can our hosting services do for University Partners?

- We can provide quick and cost-effective entry and expansion opportunities in key markets.
- We can leverage our global scale to provide localised in-market services and assist the university with marketing and recruitment strategies.
- We enable the university to own and manage resourcing and market strategies while also leveraging the expertise, connections, and insights of the Navitas network.
- We operate a network of fully licensed entities, which permits us to legally employ and set up staff in our office network. This mitigates legal and reputational risk for the university by ensuring compliance to local laws, as well as removing the ongoing cost of monitoring compliance and legislative changes.
- Provide regular market updates.

## How does it work?

Navitas operates offices in source countries across Asia, the Middle East, Africa, and more. University Partners who decide to use Navitas Hosting Services benefit from a choice of flexible models and resource sharing options:

### 1. Setting Up Presence

- University Partner decides where it wants to receive services. Navitas can advise and provide market intel on this as needed.
- University Partner selects staff it wants Navitas to hire or engages us to run the recruitment process.

### 2. Operational Services

- Navitas onboards staff and manages payroll, contracts, and expenses.
- Navitas provides basic HR admin functions, eg attendance tracking.
- Navitas provides operational in-market support such as managing travel or logistics for events/meetings, etc.

### 3. Ongoing support

- Navitas ensures ongoing employment compliance and property management, etc.
- We leverage our network and global scale to provide access to additional services and market intelligence.

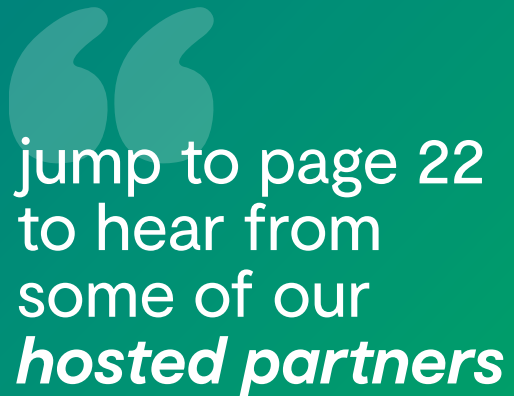
## Why does it work?

Our Hosting Services work thanks to:

- Years of experience in providing hosting services to our university partners. Navitas' experience ensures that we have established and tested models of working that lead to a direct impact on student recruitment numbers.
- Assistance with base level oversight of staff engaged to provide the services (eg attendance, expenses tracking) – an invaluable service to managers who are based out of country.
- A work environment that is focused on the unique requirements of the education sector that is not available in a generic, shared workspace.
- A high level of adaptability within an established operational framework, working with partners to meet their service needs.

Entry and expansion into many source markets can be risky. The compliance cost associated with operation in source countries is high, and HR/payroll/compliance legislation in countries like China and Vietnam are complex and ever-changing.

We reduce the risk of expansion for University Partners which helps ensure their brands are protected. Our local expertise allows us and our University Partners to manage and monitor the offshore services and staff on an ongoing basis, with a direct impact on student numbers and in-country relationships.



jump to page 22  
to hear from  
some of our  
*hosted partners*

## How can University Partners connect with agents in Source Country Offices?

*“A system of in-country representatives who act on the university’s behalf can be an efficient, thorough, and often cost-effective solution to the issues of restricted global travel.”\**

Agent management comes with numerous complexities. As much as universities may try to manage agents remotely or alleviate the distance with a few recruitment trips to the region per year, there are still significant challenges.

Managing regional markets remotely, however careful and informed those strategies and operations are, cannot replace the keen regional awareness and long-term data insights customised to the university’s needs and the nuances of the specific market.

The right in-country representative acts as a trusted extension of the university and can:

- strengthen rapport and gain trust in the local market, fostering positive relationships
- enhance the communication loop and collection of market intelligence
- train and equip agents efficiently with the most up-to-date information, as well as continuously evaluate agent performance and dedication
- manage social media, F2F exhibitions, and conversion activities in the local language and time zone.

\*Source: How to Navigate the Challenges of Agent Management in 2021, QS 2021

# Hosting Services Options

## Flexible Models

University Partners may choose from a range of hosting services options, including co-location, discrete space, or operational support.

### Co-location

- The primary and preferred model we offer our partners.
- Staff engaged to provide the services are provided with desk space in an existing office and access to all office facilities.
- Ongoing services are provided – HR, payroll, legal, travel, and logistics.

### Discrete space

- Navitas sources a dedicated University Partner office space, for example, serviced offices, new leases, or a discrete space within an existing Navitas office location.
- This space can be branded and configured to University Partner requirements.
- Ongoing services are provided to adapted service levels – HR, payroll, legal, travel, and logistics.

### Operational support

- Navitas employs staff in a flexible work arrangement.
- Staff can access Navitas facilities when required and where available.
- Ongoing services are provided to adapted service levels – HR, payroll, legal, travel, and logistics.

### Documentation

- The relevant Navitas entity will enter into a services agreement with the university that appropriately documents the hosting arrangement.
- This agreement will be provided by Navitas for the university's review prior to the services commencing. It has been reviewed by local lawyers in the relevant countries to ensure it is appropriate having regard to local legal requirements.
- The agreement outlines the responsibilities of the parties and commits Navitas to ensuring the staff are employed by it in accordance with applicable local laws.
- In recognition that Navitas is performing the services and employing the dedicated staff for the university's benefit effectively at cost, as well as giving the University broad rights to determine how the services are performed, the University Partner indemnifies Navitas for any claims that may be brought against Navitas either as a result of the services performed for the University, or by the dedicated staff against Navitas. Of course, the University will not be liable for any claims arising from Navitas' failure to comply with the agreement or employ the staff in accordance with applicable law.

## Shared resourcing model

The shared resourcing hosting model leverages Navitas' in-country legal and operational infrastructure to provide the services through staff in a way that is compliant, legal, and low-risk for both the university and employee.

Staff are set up in our Source Country Office and employed by an established local Navitas legal entity. Staff can be set up as a dedicated university resource, or as a shared resource with the partner pathway college or managed campus. Navitas operates shared resourcing models with a number of University Partners across most of our key Source Country Offices and therefore has significant experience with this approach.

The shared resourcing model with a partner pathway college allows for:

- the cost of services, to be split to agreed proportions between the university and the college
- joint accountability and line management of the services, supported by a base level of oversight by Navitas in-country managers (where requested)
- joint in-market strategies enabling holistic, comprehensive, and agile promotion of the university brand
- efficiencies and economies of scale, allowing costs to be funnelled into student recruitment activities
- adaptable implementation methods via either an internal or external service arrangement

### Model:

- Staff are appointed by Navitas are dedicated to providing services to both the college and university (split can vary).

### Governance:

- The services agreement will outline shared resourcing responsibilities and cost allocation between the college and the university.
- Both the college and the university direct how the services are to be provided.
- The college and University Partner can each set clearly defined KPIs for the services.

### Costs:

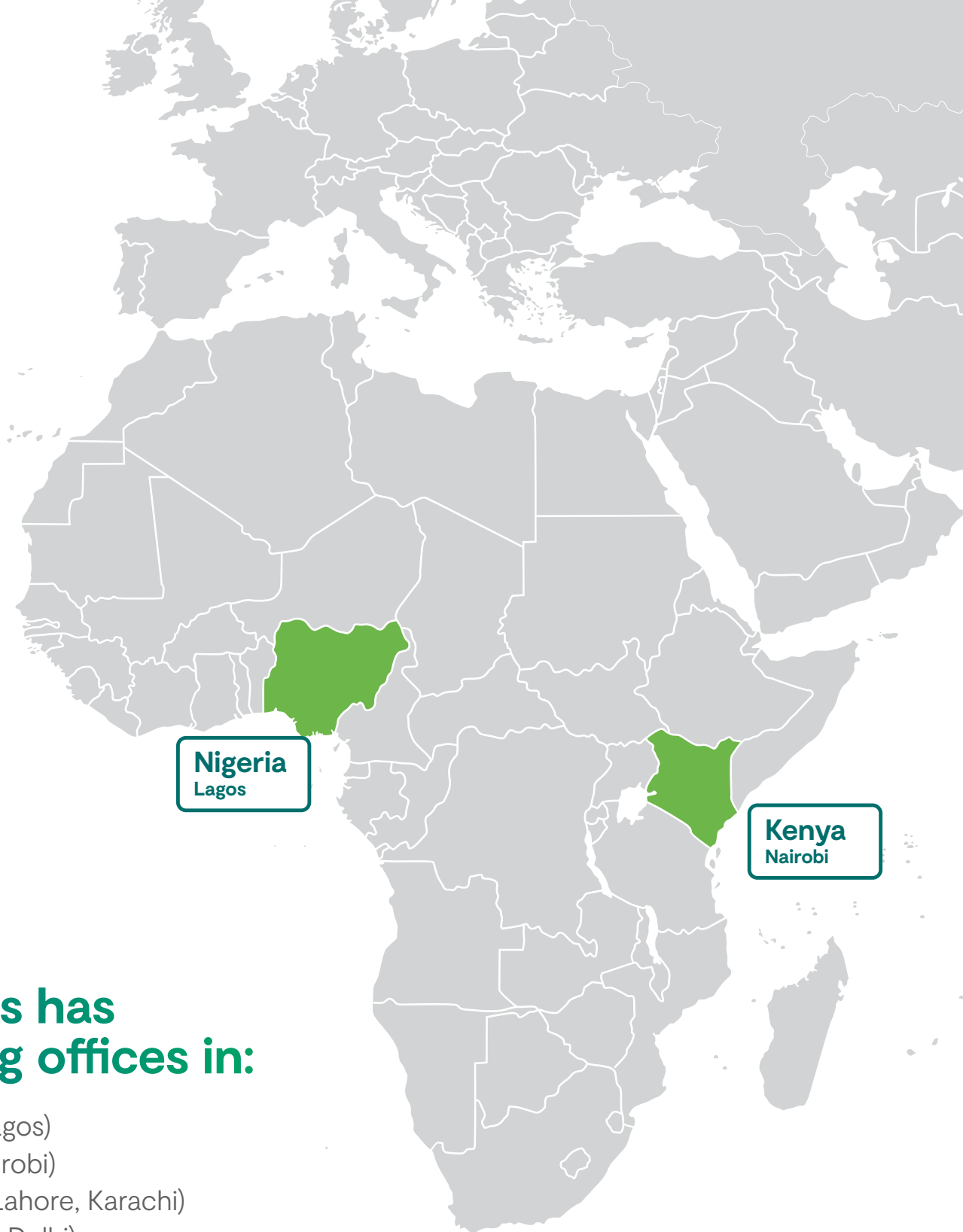
- A percentage of the costs are absorbed by Navitas for the college.
- All other costs (service charges and tax) remain the same.
- Costs (including any marketing/travel expenses) are split and the University Partner is invoiced directly for its share by the relevant Navitas entity.



## Discover our offices

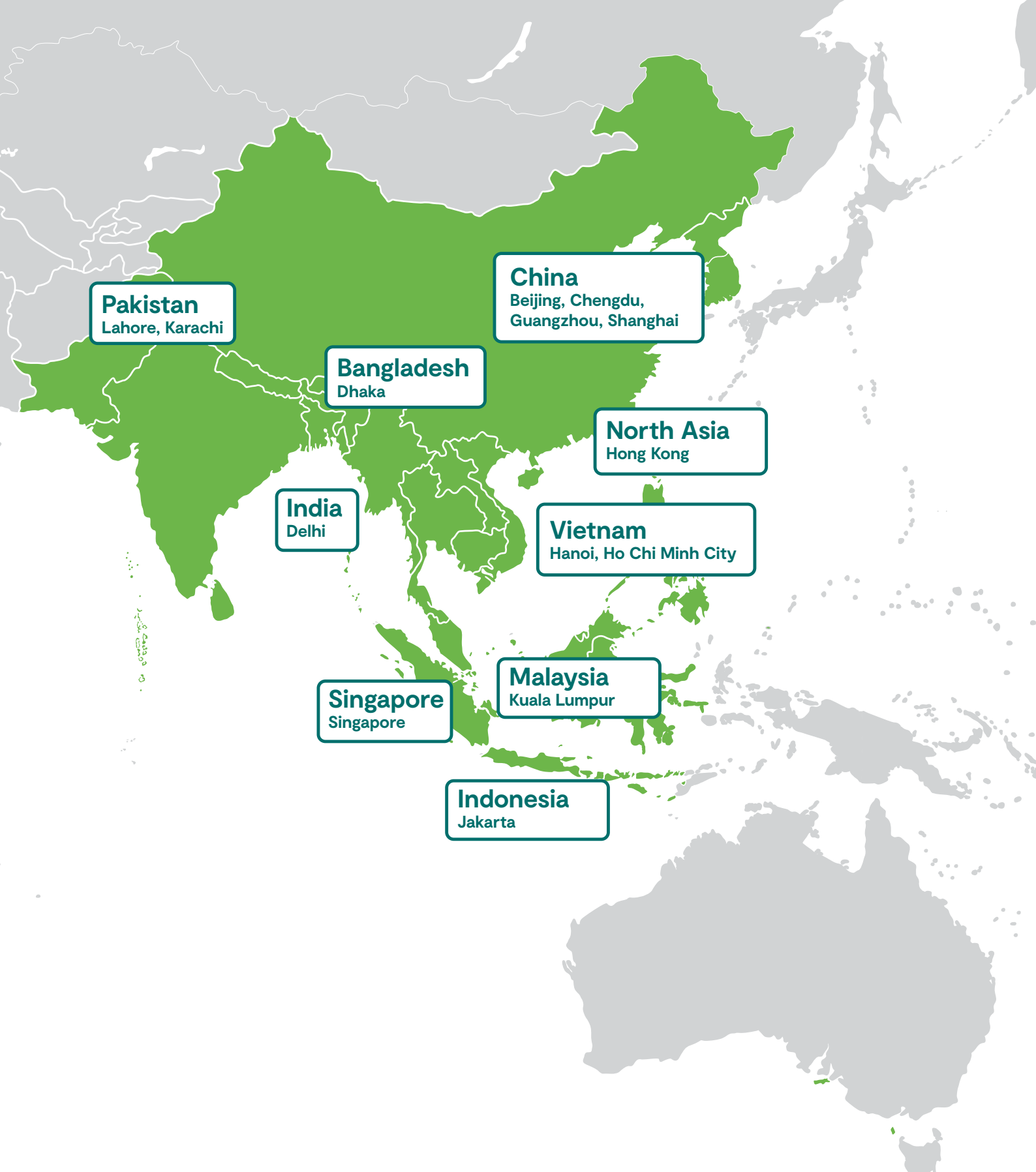
Hosting services are an at-cost service we offer to provide for our partners. Service fees are set at a low level designed only to cover the cost of administering the service and comply with international tax transfer pricing requirements and include:

- employment contract setup with the local Navitas entity
- payroll and finance support
- ongoing monitoring and management of local compliance and legal requirements
- strategic market support including access to Navitas networks
- fit-for-purpose meeting and event space including video-conference rooms, boardrooms, and quiet rooms
- admin support such as printing and copying facilities, basic stationery, front desk reception and messaging service.



## Navitas has hosting offices in:

- Nigeria (Lagos)
- Kenya (Nairobi)
- Pakistan (Lahore, Karachi)
- India (New Delhi)
- Bangladesh (Dhaka)
- China (Beijing, Shanghai, Guangzhou, Chengdu)
- Hong Kong
- Singapore
- Malaysia (Kuala Lumpur)
- Vietnam (Ho Chi Minh City, Hanoi).
- Indonesia (Jakarta)
- Mexico City (Coming in 2022)



**Pakistan**  
Lahore, Karachi

**China**  
Beijing, Chengdu,  
Guangzhou, Shanghai

**Bangladesh**  
Dhaka

**North Asia**  
Hong Kong

**India**  
Delhi

**Vietnam**  
Hanoi, Ho Chi Minh City

**Singapore**  
Singapore

**Malaysia**  
Kuala Lumpur

**Indonesia**  
Jakarta

# AFRICA

## Lagos, Nigeria

### Location

- Office is centrally located in Ikeja GRA. Many agents have their offices around Ikeja
- GRA is home to many restaurants, facilities, etc and is a very conducive environment to work
- Major bus stops are also close by

### Facilities

#### Top floor

- 1 meeting room/boardroom
- Open space for student sessions
- Office space for up to 4 workstations

#### First Floor

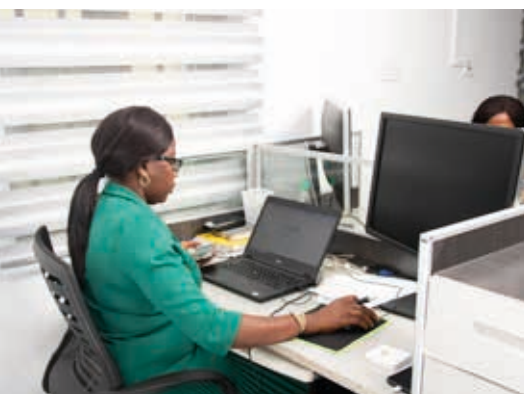
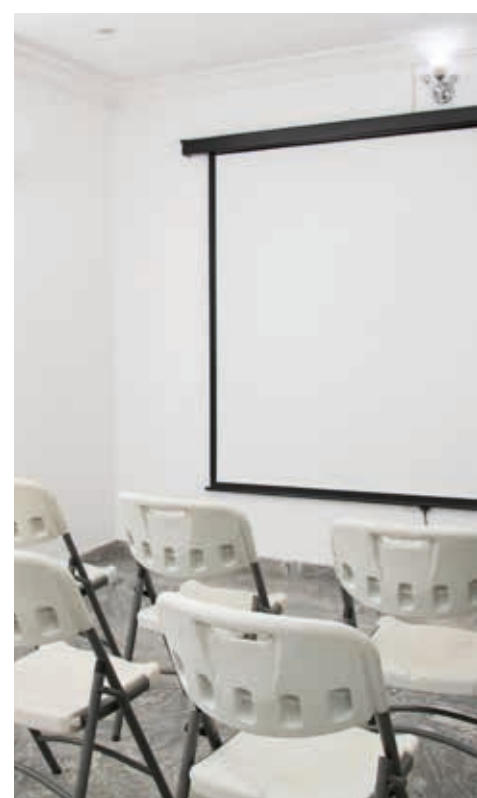
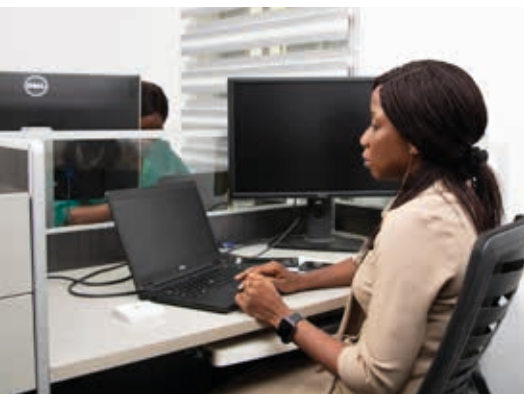
- Houses the AM/RM office as well as open plan office space with around 10 workstations
- Storeroom
- Kitchen

### Staff

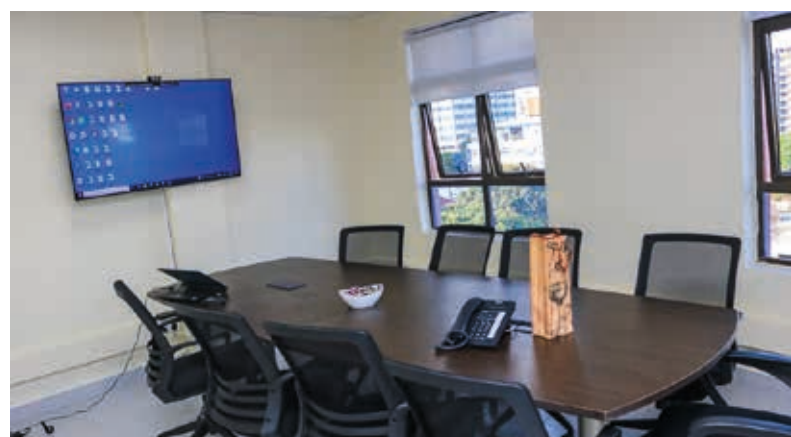
This office accommodates up to 15 staff members

### Costs

MONTHLY SERVICE COSTS		
<b>Administration Fee</b>	Fixed monthly fee for provision of office space, facilities and operational support.	Contact Navitas for fee information
<b>Service Charge</b>	Service charge for Navitas' cost of employing the dedicated staff (salary, travel expenses etc). This covers the cost of administering these payments	Actual cost plus 10%
<b>Local Tax</b>	VAT	7.5%







## AFRICA

### Nairobi, Kenya

#### Location

- Walking distance to many agent offices and restaurants
- Buses, taxis, and uber are available

#### Facilities

- Reception
- 9-seater boardroom
- 3 quiet rooms
- 14 workstations
- Storage area for brochures
- Kitchen
- Washroom within the office

#### Staff

This office currently accommodates 6 staff members and can accommodate 8 more staff members

#### Costs

MONTHLY SERVICE COSTS		
<b>Administration Fee</b>	Fixed monthly fee for provision of office space, facilities and operational support.	Contact Navitas for fee information
<b>Service Charge</b>	Service charge for Navitas' cost of employing the dedicated staff (salary, travel expenses etc). This covers the cost of administering these payments	Actual cost plus 10%
<b>Payroll Service</b>	Due to local complexities in Kenya, payroll services are provided through a local supplier. General fees for retaining this service are covered by Navitas, but the admin fee is passed on at-cost.	7.5% (+ VAT)
<b>Local Tax</b>	VAT/GST	NA

# SOUTH ASIA

## Lahore, Pakistan

### Location

- Located in Mall of Lahore in the Cantt area of Lahore
- Agent offices nearby: IDP, FES, HR Consultants, Campus Connection, HS, Hi Bro, Times
- Restaurants nearby: Rina's Kitchen, McDonalds, KFC, Gloria Jeans, Pizza Hut, Zakir Tikka & BBQ, Delish Pizza
- Public transport such as Careem, Uber, etc are easily available for employees

### Facilities

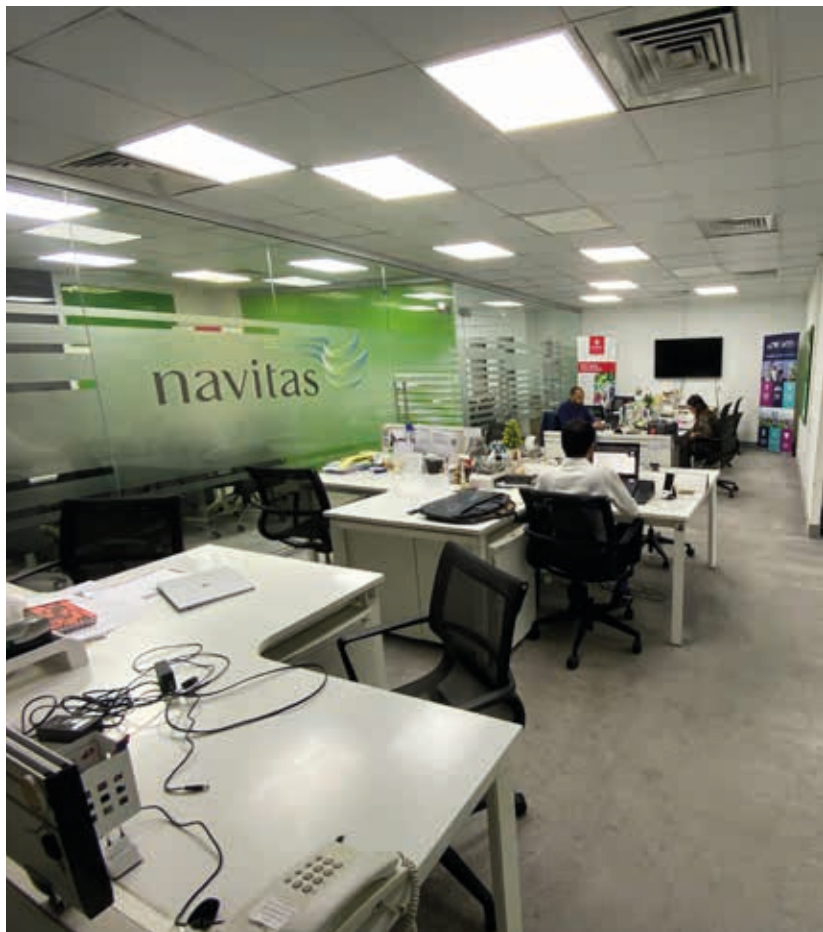
- 2 meeting rooms with capacity of 6 person each
- 1 Board room with sitting capacity of 16 people
- Kitchen (microwave, fridge, induction cooker, coffee machine, water dispenser all easily accessible to employees)

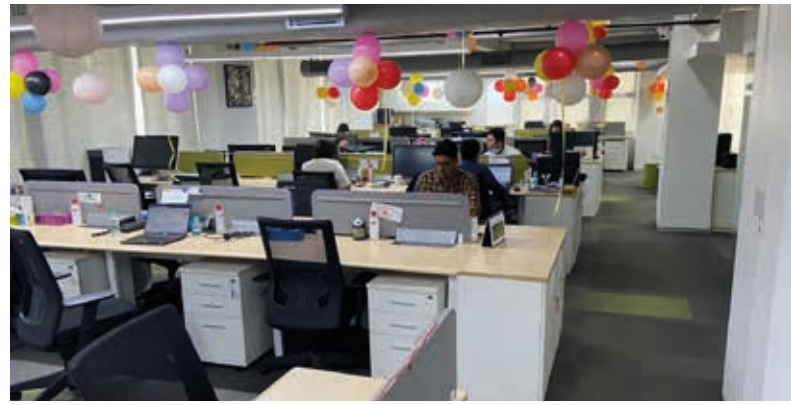
### Staff

This office accommodates up to 16 staff members

### Costs

MONTHLY SERVICE COSTS		
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<b>Service Charge</b>	Service charge for Navitas' cost of employing the dedicated staff (salary, travel expenses etc). This covers the cost of administering these payments	Actual cost plus 10%
<b>Local Tax</b>	VAT	7.5%





# SOUTH ASIA

## New Delhi, India

### Location

- Located in Connaught Place New Delhi, the central hub in New Delhi
- Agent offices nearby: Canam and SIUK
- Restaurants nearby: Local, Tamasha, Unplugged Courtyard and The Junkyard café – all top class in terms of ambience, food, music and etc
- 5-star hotels nearby: Le Meridien, Shangri-La Eros, The Imperial, etc
- Public Transport such as the metro, Uber, etc are easily available. Nearest Metro stations are Janpath, Barakhamba, Janpath and Patel Chowk which are a 5-10 minute walk from the office

### Facilities

- 2 meeting rooms – one with a capacity of 3 people and one with a capacity of 6 people
- 3 telephone booths with a single seater capacity
- 1 boardroom with a capacity of 8 to 9 people
- Kitchen with sitting capacity of 6-7 people (2 microwaves, fridge, coffee machine, water dispenser, crockery, kettle, etc, are there for use of employees)

### Staff

This office accommodates up to 72 staff members/ workstations

### Costs

MONTHLY SERVICE COSTS		
Administration Fee	Fixed monthly fee for provision of office space, facilities and operational support.	Contact Navitas for fee information
Service Charge	Service charge for Navitas' cost of employing the dedicated staff (salary, travel expenses etc). This covers the cost of administering these payments	Actual cost plus 16%
Local Tax	VAT	N/A

# SOUTH ASIA

## Dhaka, Bangladesh

### Location

- Gulshan – central for schools and agents
- Contracted agents within 1.5km – IDP, Maces; within 3km – Shaheda, IECC, Education\_at, Go Study BD, Antioch, New Way, StudyNet, TPNL
- Schools: Academia – 1 minute walking distance, Manarat Dhaka International School & College – 8 minutes walking distance, 30+ schools and universities are located within 3km
- Hotels: Long Beach Hotel – 5 minutes walking distance, The Westin, Lakeshore Gulshan, Amari, Six Seasons – 8 minutes walking distance, 15+ hotels within 3km distance
- 80+ restaurants within 2km

### Facilities

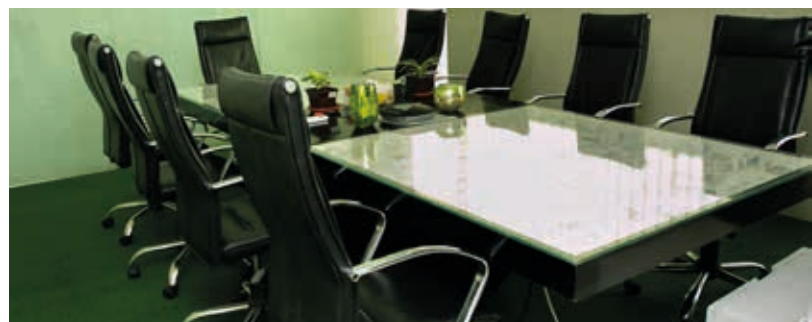
- Student exam room: round table with 5 chairs so guardian and students can sit there. Room also used for any online tests as it is a private room
- Reception: sofa for 4 guests in waiting room
- Team workstation: workstations for 3-4 individual tables and chairs with enough empty space. Room accommodates up to 10 people
- Director's room: space for 9 guests. Room can be used as a meeting room for agents.
- Hosting room: currently used for Facebook live. Two people can sit there with visitor chairs. Four team members fit there without visitor chairs.
- Meeting room: capacity for hosting a 10-person meeting

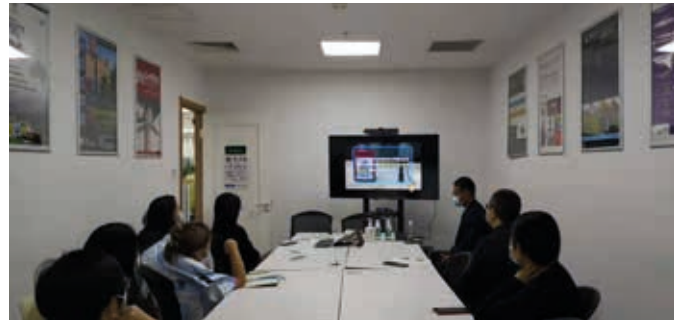
### Staff

This office accommodates up to 11 staff members (up to 15 with change in layout)

### Costs

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<b>Service Charge</b>	Service charge for Navitas' cost of employing the dedicated staff (salary, travel expenses etc). This covers the cost of administering these payments	Actual cost plus 10%
<b>Local Tax</b>	GST	15%





# GREATER CHINA AND NORTH ASIA

## Beijing, China

### Location

- Chaoyang District
- 10-minute walk to Metro Line 1 (Jintaixizhao, Guomao Station); 5-minute walk to International Trade Centre; 40-minute drive to Beijing Capital International Airport
- Agent offices nearby: Can-achieve, JJJ, EIC, Aoji etc
- Close to Central Park, Hanwei Tower, Beijing World Trade Centre, facing the new site of CCTV, and the International Trade Centre, Kerry Centre, Jingguang Centre.

### Facilities

- 3 meeting rooms
- 21m<sup>2</sup> boardroom

### Staff

This office accommodates up to 30 staff members

### Costs

MONTHLY SERVICE COSTS		
<b>Administration Fee</b>	Fixed monthly fee for provision of office space, facilities and operational support.	Contact Navitas for fee information
<b>Service Charge</b>	Service charge for Navitas' cost of employing the dedicated staff (salary, travel expenses etc). This covers the cost of administering these payments	Actual cost plus 10%
<b>Local Tax</b>	VAT	6%

### Example calculation of service charge:

Gross Salary	Total Contribution Employee	Taxable Income	Income Tax Payable	Net Pay	Total Contribution Employer	Total Staff Cost	10% Service fee	Retainer	6% VAT	Total
¥20,000	¥4,443	¥15,557	¥846	¥14,711	¥8,000	¥28,000	¥2,800	¥4,500	¥2,118	¥37,418
¥30,000	¥5,825	¥24,175	¥2,425	¥21,750	¥10,388	¥40,388	¥4,039	¥4,500	¥2,936	¥51,862

# GREATER CHINA AND NORTH ASIA

## Shanghai, China

### Location

- Jingan District
- 5-10 minute walk to People's Square station of Metro Line 1, 2 and 8, Nanjing West Road station of Metro Line 2, 12 and 13-, and 15-minute drive to Shanghai Railway Station
- Agent offices nearby: IDP, A&A, EIC etc
- Located in People's Square business district, close to Nanjing Road business district, Tomorrow Square, Tian'an Centre, Xian Les Square, Shanghai Natural History Museum, and Shanghai TV station

### Facilities

- 1 meeting room
- 60m<sup>2</sup> boardroom
- 2 testing rooms

### Staff

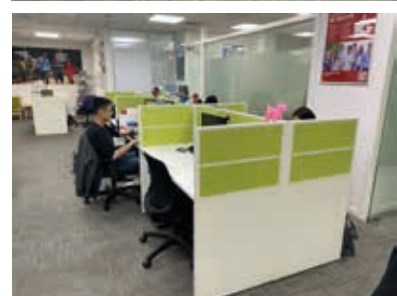
This office accommodates up to 25 staff members

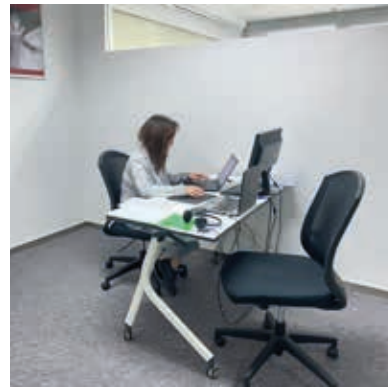
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<b>Local Tax</b>	VAT	6%

### Example calculation of service charge:

Gross Salary	Total Contribution Employee	Taxable Income	Income Tax Payable	Net Pay	Total Contribution Employer	Total Staff Cost	10% Service fee	Retainer	6% VAT	Total
¥20,000	¥3,500	¥16,500	¥940	¥15,560	¥6,751	¥26,751	¥2,675	¥4,000	¥2,006	¥35,432
¥30,000	¥4,312	¥25,688	¥2,728	¥22,961	¥8,315	¥38,315	¥3,831	¥4,000	¥2,769	¥48,915





# GREATER CHINA AND NORTH ASIA

## Guangzhou, China

### Location

- Tianhe District
- Adjacent to Guangzhou East Railway Station, 15–20 minute walk; 3 minutes away from Line 3 (Exit C of Linhe West Station); 50 minutes to Guangzhou South Railway Station and Baiyun International Airport
- Agent offices nearby: JJL, GEA, IDP, New Oriental, EIC etc
- Citic Plaza is located in the core of Tianhe District, Guangzhou city. Close to ICC, TeeMall, Grandview Plaza, Parc Centre, Taikoo Hui, OneLink, China Mayors Plaza, China Shine Plaza, Sinopec Plaza

### Facilities

- 1 meeting room
- 28m2 boardroom
- 1 testing room

### Staff

This office accommodates up to 28 staff members

### Costs

MONTHLY SERVICE COSTS		
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<b>Service Charge</b>	Service charge for Navitas' cost of employing the dedicated staff (salary, travel expenses etc). This covers the cost of administering these payments	Actual cost plus 10%
<b>Local Tax</b>	VAT	6%

# GREATER CHINA AND NORTH ASIA

## Chengdu, China

### Location

- Jinjiang District
- Baiyang Tower is a grade-A office building, located in the core hub of urban transportation, and is the earliest high-end business complex built on the double subway in Chengdu, seamlessly connected to the subway transfer hub Tianfu Square Station
- Agent offices nearby: IDP, EIC, New Oriental, Huaying
- Tianfu Square is the economic, cultural, commercial centre and subway transportation hub of Chengdu city. With Tianfu Square as the centre, there are Chunxi Road and Wangfujing in the east, Wenshu Courtyard in the north, and Kuanzhai Alley and Jinli in the west

### Facilities

- 1 meeting room

### Staff

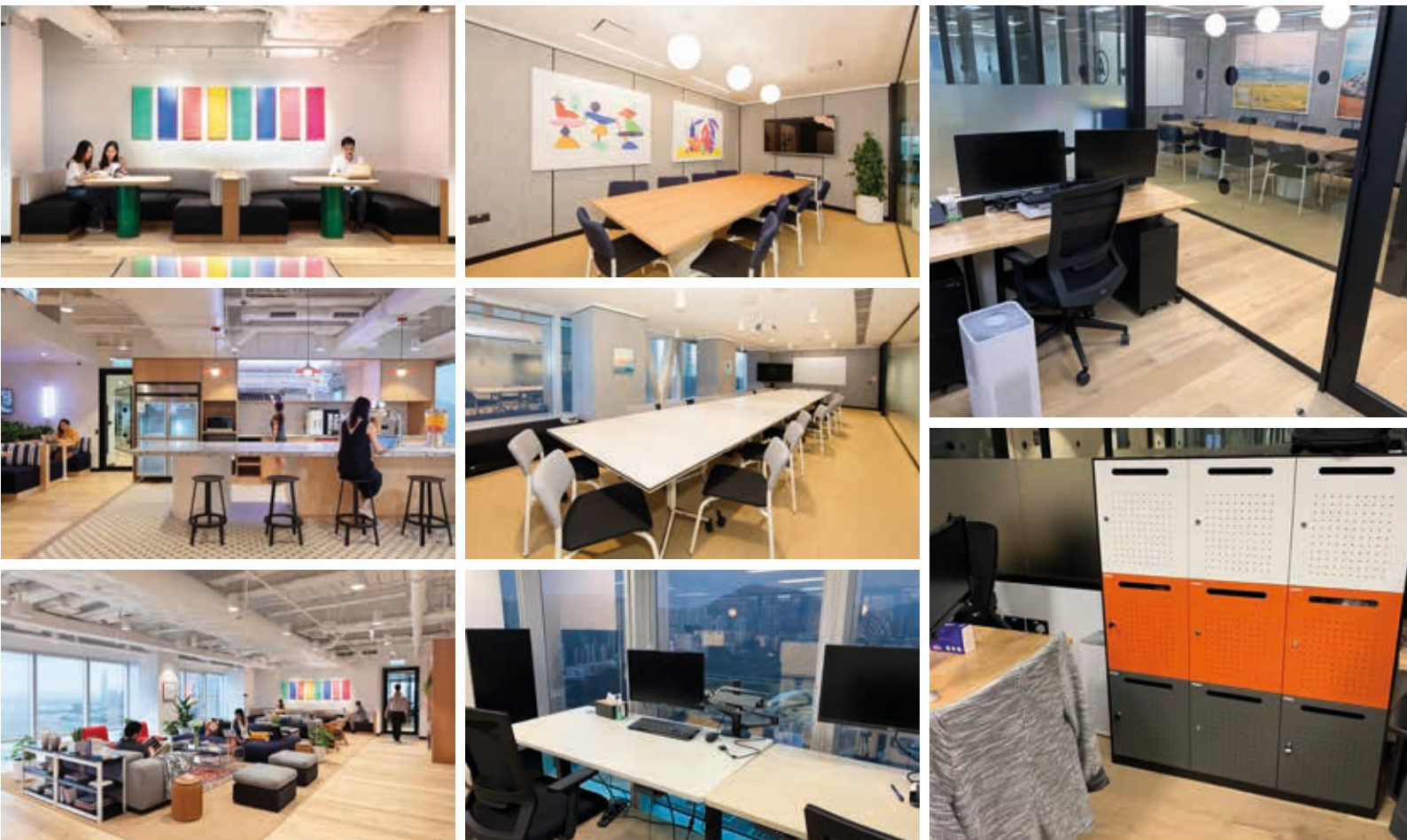
This office accommodates up to 8 staff members

### Costs

MONTHLY SERVICE COSTS		
Administration Fee	Fixed monthly fee for provision of office space, facilities and operational support.	Contact Navitas for fee information
Service Charge	Service charge for Navitas' cost of employing the dedicated staff (salary, travel expenses etc). This covers the cost of administering these payments	Actual cost plus 10%
Local Tax	VAT	6%







# GREATER CHINA AND NORTH ASIA

## Hong Kong

### Location

- WeWork @ Lee Garden One, Causeway Bay, Hong Kong
- 5-10 minute walk from Causeway Bay MTR Station Exit F
- Floors 45 – 48, 4 floors in total
- Dedicated Navitas office, Floor 45, r45-105

### Facilities

- Shared amenities across WeWork @ Lee Garden One
- 10 printing corners, rooms varying from one-person office to 69-person office with internal rooms
- Meeting Rooms: 29 conference rooms, 16 nooks, and 29 phone booths

### Staff

- The office has 30 hot desks, 1197 desks in total
- Dedicated Navitas office accommodate up to 15 staff members/workstations

### Costs

#### MONTHLY SERVICE COSTS

<b>Administration Fee</b>	Fixed monthly fee for provision of office space, facilities and operational support.	Contact Navitas for fee information
<b>Service Charge</b>	Service charge for Navitas' cost of employing the dedicated staff (salary, travel expenses etc). This covers the cost of administering these payments	Actual cost plus 10%

# SOUTHEAST ASIA

## Kuala Lumpur, Malaysia

### Location

- Coworking space – Colony

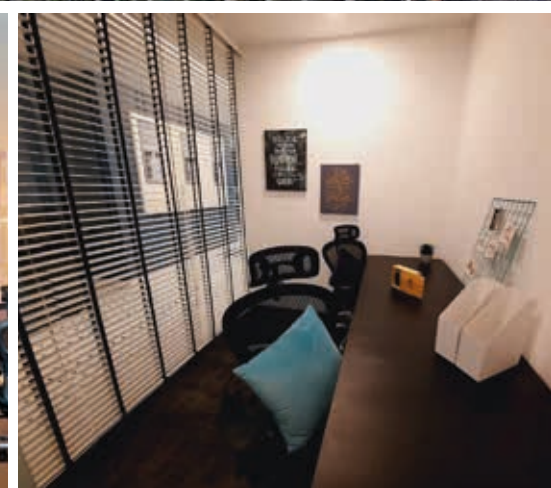
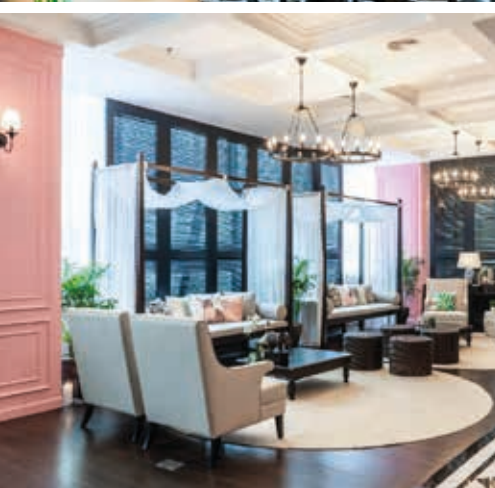
### Facilities

- 24/7 access to Colony @ KL Eco City with dedicated Navitas space
- Access to 3 meetings rooms at KL Eco City (4/8/12 persons)
- Access to 4 Colony locations, Mon to Fri, 9.00am to 5.30pm
- Business concierge services for your walk-in guests
- Mail and parcel handling services
- Extra common space/business lounge area for use
- Business service area with a range of office equipment for use

### Costs

#### MONTHLY SERVICE COSTS

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<b>Service Charge</b>	Service charge for Navitas' cost of employing the dedicated staff (salary, travel expenses etc). This covers the cost of administering these payments	Actual cost plus 10%





# SOUTHEAST ASIA

## Ho Chi Minh City, Vietnam

### Location

- OPAL office is in Binh Thanh District, Hochiminh City, in a beautiful location on the banks of the Saigon River. Alongside is Nguyen Huu Canh Street, the main road in and out of the city centre, through Thu Thiem, a new urban area, and the centre of District 1.
- The Southeast faces the Saigon River, so the building brings fresh breezes right in the middle of the dusty city. Especially convenient for water traffic when with water bus wharf number 2 right into the Saigon Pearl area.
- 7 minutes by car from Thao Dien metro station: 20 km long metro line passing through districts 1, 2, 9, Binh Thanh, Thu Duc and Di An district (Binh Duong)
- 20 minutes from Tan Son Nhat airport

### Facilities

- 1 boardroom (seats 14 people)
- 3 English testing stations/quiet rooms
- 1 meeting room

### Staff

This office accommodates up to 24 staff members

### Costs

MONTHLY SERVICE COSTS		
<b>Administration Fee</b>	Fixed monthly fee for provision of office space, facilities and operational support.	Contact Navitas for fee information
<b>Service Charge</b>	Service charge for Navitas' cost of employing the dedicated staff (salary, travel expenses etc). This covers the cost of administering these payments	Actual cost plus 10%
<b>Local Tax</b>	VAT is applied to all costs	7.5%

# SOUTHEAST ASIA

## Hanoi, Vietnam

### Location

- Central District Hai Ba Trung, opposite Vincom Ba Trieu
- Easy to navigate
- Close to many big agencies (IDP, ATS, Duc Anh, SET)

### Facilities

- 1 training room with maximum capacity of 35-38 people
- 1 meeting room with maximum capacity of 8 people
- Contemporary facilities – office renovated in 2018

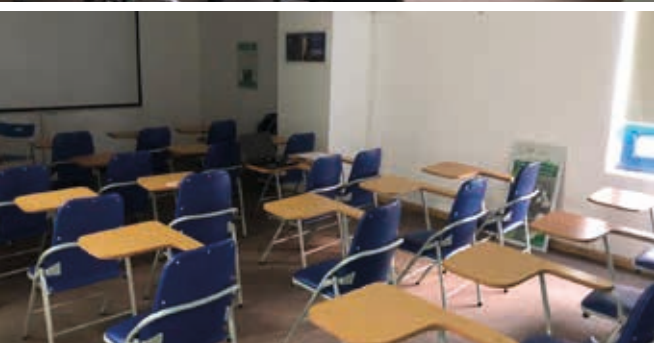
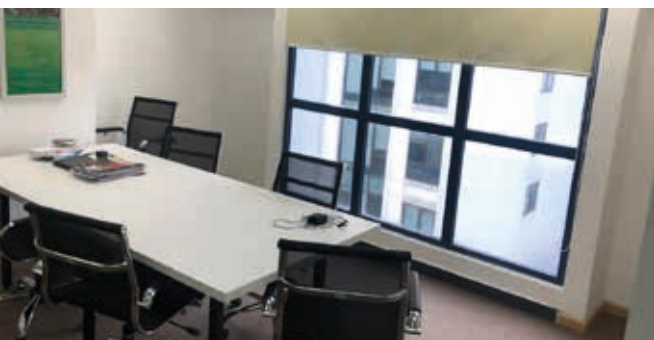
### Staff

The office space can accommodate up to 8 staff members (currently there are 6 fixed contract staff members based in-office)

### Costs

#### MONTHLY SERVICE COSTS

<b>Administration Fee</b>	Fixed monthly fee for provision of office space, facilities and operational support.	Contact Navitas for fee information
<b>Service Charge</b>	Service charge for Navitas' cost of employing the dedicated staff (salary, travel expenses etc). This covers the cost of administering these payments	Actual cost plus 10%
<b>Local Tax</b>	VAT is applied to all costs	10%





# SOUTHEAST ASIA

## Jakarta, Indonesia

### Location

- Coworking space – GoWork

### Facilities

- 24/7 access to GoWork @ BSD Green Office Park 6th Floor with dedicated Navitas office
- Access to meeting rooms
- Passport access across more than 26 super-prime GoWork locations and facilities in Jakarta and Indonesia Mon to Fri, 9.00am to 5.30pm
- Business concierge services for your walk-in guests
- Mail and parcel handling services
- Free use of all communal spaces in GoWork Centre, including (but not limited to) skype booths, private corners, lounges, common areas, standing table, booths, pantries etc.
- Business service area with a range of office equipment for use

### Costs

#### MONTHLY SERVICE COSTS

<b>Administration Fee</b>	Fixed monthly fee for provision of office space, facilities and operational support.	Contact Navitas for fee information
<b>Service Charge</b>	Service charge for Navitas' cost of employing the dedicated staff (salary, travel expenses etc). This covers the cost of administering these payments	Actual cost plus 10%

# Testimonials



“The University of Leicester has utilised Navitas hosting services since autumn 2020. The Navitas service is a great alternative to other providers and agents in market and enables the University to work closely and in tandem with the Navitas regional offices, building intelligence and shared working. Leicester has utilised the Navitas hosting service for four members of staff in China, Malaysia, Vietnam, and Nigeria. This enables us to expand our global reach while ensuring our offshore staff are well looked after and supported by a global company. I would highly recommend utilising their hosting service and will be exploring further increases in our hosting arrangements in the coming year.”

**Danielle Fitzgerald**

*Director of the Future Students Office  
University of Leicester, UK  
(China, Nigeria)*



“Western Sydney University is happy to work with Navitas. Navitas has been a great support and with a personalised touch, all their services have been very efficient and professional. The support from their operations team has been very strong over the last three years. Their team is quick to respond to our queries whether it be matters related to finance, staff requirements or any other personal requirements.

Their flexible approach towards our requirement during COVID is highly appreciated. The team is accessible, proficient, and very supportive.

It’s been a pleasure to be a part of the Navitas South Asia team!”

**Namrata Anand**

*Senior Manager, Recruitment  
and Operations–South Asia,  
Western Sydney University  
(China, India, Pakistan,  
Kenya, Indonesia)*



“We’ve used Navitas hosting services in India, China and Vietnam and have found this to be a very effective and streamlined way of broadening our in-country reach. Our offshore reps are able to work as part a broader team, benefitting from close collaboration with the Navitas network.”

**Mike Ferguson (IEAA-F)**

*Director, Global Student Recruitment,  
University of Canberra  
(China, India, Vietnam)*



“We have worked successfully with Navitas hosting for three years and have developed a close working relationship with the team. The team are always knowledgeable, friendly and responsive to enquiries, and have been very helpful and supportive as we grow our presence in the host country.”

**Caroline Mayes**

*Assistant Director  
International & EU Recruitment,  
University of North Hampton  
(Nigeria)*



“We have had a long and highly successful partnership with Navitas Hosting Services, spanning several regions around the world. They provide great advice on local market conditions, and excellent service in supporting the recruitment and management of in market representatives. Navitas is highly responsive to customer needs and can be relied upon to deliver all requested services in a timely manner. They consistently strive to “go beyond the call of duty” in supporting us as a partner in providing in market resourcing solutions.”

**Rick Chapman**

*Director, International Marketing,  
Griffith University  
(China, Kenya)*



“The University of Portsmouth has been working with Navitas hosting services since 2017. This approach has allowed us to align our interests even more closely with Navitas, sharing detailed local market intelligence and best practice. Having in-country hosted staff during the pandemic meant that we could be confident our offshore colleagues were being looked after and that we were still able to service our key stakeholders at a time when international travel wasn't possible.

The team there are experienced and professional and we have built a strong working relationship, that's ultimately enabled fantastic results in international student recruitment, as well as local brand and profile building. I'm very happy to recommend the Navitas hosting service!”

**Mark Ovens**

*Deputy Director,  
University of Portsmouth  
(Kenya, Nigeria, Hong Kong, India)*



“Robert Gordon University now benefits from the Navitas hosting services in two countries. Our experience has been wholly positive, making the complex matter of market entry for new territories stress free and speedy. Detailed communication and support has been present at every step of the way by the central Navitas services and country based local teams – from proposal through to week to week contact, post launch. The peace of mind partnering with Navitas for hosting our new team members internationally not only accelerated our internal approval due to the confidence and credibility our University has in the company, but also considerably shortened the length of time it would take to set up operations without such an extensive support network as the Navitas teams offers”

**Michelle Williams**

*Regional Manager  
(Pakistan, China)*





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