

Business Continuity Statement

Company: Navigate Education Limited

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This statement outlines how Navigate Education Limited maintains continuity of service in the event of disruption. It is intended to meet local authority and public sector due diligence requirements.

1. Purpose

Navigate Education Limited (“Navigate”) is committed to maintaining continuity of service in the event of unexpected disruption. This statement outlines the proportionate measures in place to ensure that services can continue or resume promptly while maintaining quality and safeguarding standards.

2. Scope

This statement applies to all Navigate services, including online learning, training delivery, consultancy, and associated administrative functions.

3. Nature of services

Navigate’s core offer is delivered through pre-recorded online learning materials hosted on a secure third-party platform. In addition, Navigate delivers some in-person training and consultancy, which is supported by a team of experienced subcontractors and an administrative support function.

4. Key risks considered

Navigate has identified a small number of potential risks to service continuity, including staff or contractor unavailability, disruption to digital platforms, and unforeseen external events. These risks are reviewed periodically in light of operational experience.

5. Continuity arrangements

Navigate has proportionate arrangements in place to support continuity of service. These include the ongoing availability of pre-recorded online learning materials independent of individual staff availability; the use of a pool of subcontractors to deliver in-person work, reducing reliance on any single individual; administrative support capacity to manage communications, scheduling, and invoicing; use of reputable, cloud-based platforms for learning delivery and business operations; and the ability to reschedule in-person or live elements if required in exceptional circumstances.

6. Data and systems resilience

Navigate does not rely on on-premises servers. Core systems are cloud-based and managed by established providers with their own resilience and backup arrangements. This reduces the risk of data loss or prolonged system outage.

7. Communication during disruption

In the event of significant disruption, Navigate will communicate promptly with affected clients, schools, or local authorities, providing clear information about any impact on delivery and proposed mitigation or rescheduling.

8. Impact tolerance

Navigate's services are not time-critical statutory interventions. In unusual circumstances, some delivery may be delayed or rescheduled without creating immediate safeguarding or statutory risk.

9. Review and assurance

This Business Continuity Statement is reviewed at least annually and updated where there are material changes to services, staffing, or delivery models.

10. Contact

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