

Education

Civica works with thousands of schools and colleges around the world to improve teaching, learning and administration, while helping library services to fulfil a vital educational, social and cultural role.

Business review

With the education sector suffering major disruption throughout 2020, we focused on areas of practical support including our cloud solutions. Following launch of our latest Spydus software, we also helped libraries to maintain services via our digital platform when physical branches were closed. Civica continued to support young people through our social programmes, including UK partnership with Young Enterprise, Civica's [Coding for Kids](#) initiative in Northern Ireland and Room to Read in Asia Pacific.

In **Australia and New Zealand** Civica software is used by more than a third of the schools market. Our cloud [Education Suite](#) brings together essential information management and teaching tools to provide the systems foundation to drive school improvement and efficiency. During the year the business continued to work closely with customers from individual independent and jurisdictional schools to large scale programmes, such as for the [Department for Education South Australia](#).

Civica's customer-centric library software Spydus is at the forefront of library innovation, helping libraries embrace their role as modern day digital public spaces while improving services and efficiency. Take up of the latest software included, among others, two of Victoria's largest library services [Eastern Regional and Yarra Plenty](#) Regional Libraries, which manage combined loans of 9 million items annually, together with Queensland Technical and Further Education (TAFE). Use of AI in Spydus saw Civica win the 2020 Cloud Innovation Award at the Australian Business Awards.

We maintained our strong track record in **Singapore**, and extended our involvement with the [Ministry of Education](#) winning a new 5-year contract worth up to \$95.7 million. The agreement sees Civica providing our latest library management software in the cloud together with library collection and professional services for over 350 schools, to support the Ministry's Learn for Life strategy.





In the **UK and Ireland** Civica's broad portfolio includes education and resource management, financial management, HR and payroll, cashless catering and parent payments. We added new and complementary software assets with the acquisition of [Fretwell-Downing](#) in March 2020 and, following the end of the financial year, [Parago Software](#).

Parago Software as a Service (SaaS) applications support more than 2,000 education customers around the world, helping to manage estates and assets and share resources between multiple sites. The addition of Fretwell's Saffron cloud suite extended our support in schools into catering management and food compliance. It enhances activities from child nutrition and allergies through to food waste reduction, and has enabled paperless working.

While education activity was impacted by continued uncertainty and restrictions, the experience reinforced the increasing focus on cloud adoption and digital enablement. Progress included adoption of our cloud financials platform by Northern Education Trust and Orchard Hill Academy Trust. And we continued to develop the use of Civica HR and Payroll software and services, with new customers including Bath and Wells Academies Trust, Babington School and South West Essex Academies Trust.

New digital engagements more widely included a transformation programme with [Education Scotland](#) to provide new digital tools and services to support its work alongside schools on quality and improvement in education.

Civica Assessments provides a cloud-based on-screen marking platform for high volume tests. It is used by awarding bodies, certifying authorities, testing organisations and other educational institutions, processing 2.5 million papers annually. Following the end of the financial year we extended our capability more widely for online assessments with the acquisition of Calibrant Ltd.