Australian Government

Department of Education, Skills and Employment

Ready Apprentice

Ready Apprentice, a software-as-a-service (SaaS) solution, has been accredited by the Department of Education, Skills and Employment (the department) for the use in the delivery of employment and skills services by service providers engaged by the department. This accreditation is valid for 12 months from the date of this letter and while-ever ReadyTech, the developer and Vendor of Ready Apprentice, maintains a deed with the department to provide this solution.

This accreditation letter should be used by Providers to understand the shared responsibility model with respect to their use of Ready Apprentice. As part of their conformance to the requirements of Right Fit For Risk (RFFR), Providers can use this letter to help them assess the risks related to the use of Ready Apprentice, the information in Ready Apprentice that they manage on behalf of the department and the controls that they should implement to meet their RFFR requirements when using Ready Apprentice.

Background

Ready Apprentice is a SaaS solution provided by ReadyTech; an Australian listed company based in New South Wales. Ready Apprentice has previously known as JobReady Active.

The solution is an enterprise web application for Apprenticeships Network Providers (ANPs) to manage their business operations as part of the Australian Apprenticeship Support Network (AASN). It includes features for bulk directory download from Apprenticeship Data Management System (ADMS), Apprenticeship contract management registration management and claims management and mentoring. A summary of the features, as described by ReadyTech is found in appendix A – System Features. Ready Apprentice is hosted in the Amazon Web Services (AWS) Australian regions and uses the Australian data centres for Microsoft Azure Active Directory for the purposes of identity management.

Purpose

This accreditation letter is made available to organisations currently providing employment, skills, apprenticeship, and training services under existing deeds with the department, using Ready Apprentice. The department provides no assurance with respect to Ready Apprentice to organisations not engaged in a deed with the department or where organisations use Ready Apprentice for purposes other than delivering the engaged services.

Key terms

The following terms are used in this accreditation letter:

Provider – an organisation engaged with the department to provide employment, skills, apprenticeship and / or training services on behalf of the department under a signed deed.

Customer – a Provider organisation using the SaaS solution made available by the Vendor in the delivery of employment, skills, apprenticeship and / or training services on behalf of the department.

Vendor – an organisation providing a SaaS solution with whom the department has signed a deed for the specific purposes of making available to Providers the SaaS solution.

User – an individual at a Provider with access to read, edit, extract and report data from the SaaS solution.

Scope

The scope of this accreditation is the Ready Apprentice SaaS solution as provided by the Vendor, ReadyTech, and described in the ReadyTech Information Security Management System, as assessed under a customised statement of applicability for ISO 27001 – Information Security Management Systems. The customised assessment included controls identified in ISO 27001 Annex A, relevant controls from the Australian Government Information Security Manual (ISM) December 2021 and additional controls described in the deed between the department and ReadyTech.

Ready Apprentice supports the delivery of the following Australian Government employment, skills, apprenticeship, and training programs:

- Apprenticeship Support Network (AASN)
- Trade Recognition Australia (TRA)
- Skills for Education and Employment.

Ready Apprentice has nine core components. These include:

1. Apprentices
2. Claims management
3. Contracts management
4. Employers
5. Leads and prospect management
6. Mentor management
7. Registration management
8. RTO Portal and
9. Systems administration.

Internal systems used by ReadyTech to support Ready Apprentice are out of scope of this accreditation. The accreditation is limited to the Ready Apprentice web application and its supported APIs. ReadyTech's applications Ready Apprentice, Ready Apprentice and Ready Apprentice are subject to separate accreditation letters.

Shared responsibility model

Both parties, the Vendor, and the Customer, have responsibilities to protect Australian Government information and personal sensitive information stored in and processed via the SaaS solution.

Vendor responsibilities

ReadyTech maintains the responsibility to provide secure code for the Ready Apprentice application through their ongoing development of the platform.

ReadyTech maintains the infrastructure and secures their configurations of AWS. Identity management for Ready Apprentice relies on Microsoft Azure Active Directory (AAD).

ReadyTech's infrastructure partner for Ready Apprentice, AWS, provides physical and virtual security for the operating environment and network infrastructure, while maintaining availability for end users.

ReadyTech's identity management services are provided by Microsoft using Microsoft Azure Active Directory. Microsoft provides physical and virtual security for the operating environment and network infrastructure, while maintaining availability for end users relating to identity management.

ReadyTech makes public APIs available for Ready Apprentice.

ReadyTech provides a secured email gateway. A Provider can choose to use this gateway or their own. If they choose to use their own gateway, the Provider must consider the requirements to effectively configure that gateway to meet the Provider's RFFR requirements.

ReadyTech scans documents uploaded to Ready Apprentice for malware, however, the Customer is responsible for implementation of anti-virus software and other security requirements on end-user devices.

Customer responsibilities

The Customer is ultimately accountable and responsible for the security of information entered, processed, stored, and reported in their implementation of Ready Apprentice. Important requirements and key considerations with respect to the use of Ready Apprentice and Customer conformance with RFFR are:

- The Customer is to advise the department of their intention to start, expand or cease using Ready Apprentice.
- All interactions between Ready Apprentice and the Customer's ICT environment are subject to Customer's own risk assessments under the RFFR assurance approach.
- The Customer is responsible for managing users within Ready Apprentice. This includes revoking user access for users separating from the Customer.
- The Customer is responsible for configuring user roles (role-based access control – RBAC).
- Where a Customer chooses to implement single-sign-on (SSO) to Ready Apprentice the Customer is responsible for implementation and configuration of SSO.
- The Customer should ensure that the password policy, user account lock-out policy and the user session timeout policy are configured to their requirements.
- The Customer is responsible for enabling multi-factor authentication for all administrative and general users of Ready Apprentice.
- The Customer is responsible for system monitoring of user activity logs, including logins, logouts, password resets and searches.
- Where a Customer chooses to use their own email gateway, the Customer is responsible for the configuration of the SMTP settings.
- Where a Customer develops their own system or chooses a third-party system to integrate with Ready Apprentice via the Ready Apprentice APIs, the Customer is responsible for the implementation, testing and assessment of their integration.
- The Customer is responsible for securing their workstations and their IT environment, including implementation of antivirus software on their workstations.
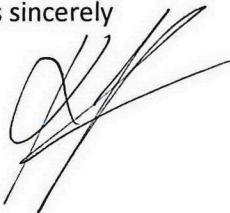
- Where a Customer chooses to integrate Ready Apprentice with configurable third-party integrations, the Customer is responsible for engaging and contracting to use the third-party services and for their risk assessment. This includes the following third-party systems as advised by ReadyTech:
  - Esher House Cortex – Psychological assessments. This is a ReadyTech owned and operated system. Esher House Cortex is accredited under Right Fit For Risk Third-party employment / skills systems. Customers using this system should read the separate accreditation letter relating to Esher House Cortex.
  - MessageMedia – SMS Gateway.

Matters of significance

The ISO 27001 Stage 2 report (with customised statement of applicability) did not note any areas of non-conformance or opportunities for improvement.

The ISO 27001 Stage 2 assessment was a point-in-time assessment and relied upon sampling. The department has reviewed the certification report and certificate relating to the ReadyTech ISMS by an accredited ISO 27001 certifying body. The department's accreditation is based on that certificate and report. The department has not performed its own audit and provides no assurance that controls continue to operate effectively, that risks continue to be effectively managed or that control failures or weaknesses cannot / will not occur. Users of this accreditation report seeking additional assurance with respect to the ISMS supporting Ready Apprentice should contact their ReadyTech customer care manager. The next surveillance audit is scheduled for March 2023.

Yours sincerely

Kerryn Kovacevic
First Assistant Secretary – Digital Solutions Division
18 May 2022

Appendix A – Ready Apprentice system features

Feature	Description
ADMS Bulk Directory Download	Ready Apprentice interfaces with Apprenticeship Data Management System (ADMS) to download ANP Data on a daily and a weekly basis to perform their ANP tasks and management within Ready Apprentice.
Apprentice Module	The Apprentice Module gives ANPs a profile view of the individual apprentice's information, allowing for preferred communication method and other email and mobile numbers to be stored against the Apprentice.
Apprentice Portal	Online portal login for apprentices to access their apprentice information, including personal information as well as Trade Support Loan (TSL) details.
Apprenticeships Direct	A sub-system accessed by providers and Employers of Chamber of Apprenticeship Support Australia. The administrators manage the users and get reports on users and employers. Employers can access information and report on existing registrations and claims; can manage STA forms; and contact the administrators.
Claims Management	Provides users with both a manual and an automated predicted list of claim eligibility for apprentices, employers, RTOs and the ANP themselves. Each claim can then be managed right through from due to paid.
Client Hosted Database Access	Provides a facility for customers to connect their business intelligence tools to a copy of the customer's database.
Contacts Management	Provides users with an automated contact schedule against the registration predicting the due dates for contacts to be completed within the AASN Guideline requirements. Electronic contacts are sent out from Ready Apprentice to recipient to complete contacts electronically where questions are personalised for each ANP.
Document Management	Ready Apprentice supports the uploading of documents to entity records such as documents scanned from paper or files emailed to consultants. This also enabled downloading documents stored against modules.
Email Communications	Allow outbound emails from Ready Apprentice to apprentices, employers and ANP staff members. ANPs can use the provided email gateway or point to their own organisation's gateway.

Employer Module	The Employer Module gives ANPs a profile view of the individual Employers information, allowing for preferred communication method and other email and mobile numbers to be stored against the Employer.
Employer Portal	Online portal login for employers to access their apprentice(s)' information allowing for reporting on training contracts, registrations, and incentive data; and re-creating smart forms or lodging new signup requests.
General Reporting	Ready Apprentice provides ANPs with pre-defined reports such as FFS forecasting, user performance management.
Integrations	Ready Apprentice integrates with multiple external systems using APIs.
Leads and Prospects Management	Provides ANPs with a tool to manage signup leads and prospective employers engaging with the ANP about joining the apprenticeship program. This is also able to be managed through a Lead Kanban Management module.
Letter Communications	Allows PDF Letters to be created and printed from Ready Apprentice to send to apprentices, employers, and staff members.
Mentoring Management	Provides users with a mentoring management tool to build apprentice maintenance plans and contact schedules within a period of required mentoring as well as refer mentoring.
Noting	Notes are used to record comments relating specifically to the entity it is recorded against.
Quest Form Management	Allows administrators to setup and create custom survey forms for users to send out to be completed online by apprentices and employers.
Registered Training Organisation (RTO) Portal	Online portal login for RTOs to access their students' information and status. This allows for SRTO requests and TPP requests to be accepted online by the RTO from the ANP as well as printing specific RTO related forms.
Registration Management	Provides the ANPs with the core apprenticeship / traineeship record from the AAMS bulk directory download which is used to manage the apprenticeship lifecycle from end to end, including claim management, contact management, mentoring engagement, communications, STA transitions.
Settings (Administration Module)	Provides ANP administrative users control over the setup and configuration of their organisation's Ready Apprentice site including user management, site management, template management, enumeration management and email gateway configuration.

Signups-Training Contracts Management	Provides ANPs with a shell training contract record to capture and pre-fill the apprenticeship / traineeship information before it is processed and approved as an active training contract.
Smart Form Generation	Allows users to pre-populate Ready Apprentice data onto the Department's smart form system which sends out the smart form to the recipient of the claim from the department's system.
Smart Form Inbox Importer	Allows for received smart forms to be read by a particular inbox that is specified in the settings to automate the receiving of smart forms to a status of claim form received or receipted.
SMS Communications	Allow SMS to be used to communicate with apprentices and employers. The backend of this service is MessageMedia located in Australia and owned by Message4u Pty Ltd.
Table Management	Records created within Ready Apprentice have search and index pages available. This supports filtering on specific fields for reporting, sorting of table columns, exporting specified data fields, setup personalised searches and exports.