



Australian Government
**Department of Education,
Skills and Employment**

Ready Recruit

Ready Recruit, 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 Recruit, 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 Recruit. 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 Recruit, the information in Ready Recruit that they manage on behalf of the department and the controls that they should implement to meet their RFFR requirements when using Ready Recruit.

Background

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

The solution is an enterprise web application for group training organisations (GTOs) to help them manage apprentices and apprenticeship completion. It includes features for apprentice management, company management, reporting and systems administration. A summary of the features, as described by ReadyTech is found in appendix A – System Features. Ready Recruit 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 Recruit. The department provides no assurance with respect to Ready Recruit to organisations not engaged in a deed with the department or where organisations use Ready Recruit 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 Recruit 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 Recruit supports the delivery of the following Australian Government employment, skills, apprenticeship, and training programs:

- New Employment Services Model (NESM) – 2022 – 2027
- Transition to Work (TTW) – 2022 – 2027
- Apprenticeship Support Network (AASN)
- Trade Recognition Australia (TRA)
- Skills for Education and Employment.

Ready Recruit has eight core modules. These include:

1. Application management
2. Candidate management
3. Claims management
4. Company management
5. Financial management
6. Placement management
7. Systems administration
8. Vacancy Management and
9. Work Health and Safety management.

Internal systems used by ReadyTech to support Ready Recruit are out of scope of this accreditation. The accreditation is limited to the Ready Recruit web application and its supported APIs. ReadyTech's applications Ready Recruit, Ready Apprentice and Ready Recruit 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 Recruit application through their ongoing development of the platform.

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

ReadyTech's infrastructure partner for Ready Recruit, 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 Recruit.

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 Recruit 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 Recruit. Important requirements and key considerations with respect to the use of Ready Recruit and Customer conformance with RFFR are:

- The Customer is to advise the department of their intention to start, expand or cease using Ready Recruit.
- All interactions between Ready Recruit 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 Recruit. 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 Recruit 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 Recruit.
- 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 Recruit via the Ready Recruit 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 Recruit 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:
 - 2Cloudnine Payroll – Salesforce payroll management for GTOs.
 - Astute payroll – managed payroll for GTOs.
 - 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.
 - JR Plus – A student management system for registered training organisations. This is a ReadyTech owned and operated system, however, it is not included in the scope of ReadyTech’s accredited ISMS under RFFR.
 - KnowU and GuideU – Job seeker assessments.
 - MessageMedia – SMS Gateway.
 - Ready Apprentice – A system for Apprenticeships Network Providers (ANP) to manage their business operations as part of the Australian Apprenticeship Support Network (AASN). This is a ReadyTech owned and operated system. Ready Apprentice is accredited under Right Fit For Risk Third-party employment / skills systems. Customers using this system should read the separate accreditation letter relating to Ready Apprentice.
 - Seek – Employment marketplace.

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 Recruit 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

 May 2022

Appendix A – Ready Recruit system features

Feature	Description
Application Management	The Application module is a pre-placement record that is matched using the Candidate profile into the Vacancy record. Where a Candidate has applied for a vacancy, they can be managed through to successful or unsuccessful to eventually convert into a Placement.
Candidate Management	The Candidate Module gives users a profile view of the individual candidate's information, allowing for personal key information to be captured and communication to be made with the individual.
Claims Management	Provides users with the ability to build list of claims for Placements based on their eligibility for provided by the ANP. Each claim can then be managed right through from Due to Paid using manual status transitions.
Company Management	The Company Module gives users a profile view of the company information (Prospective Host, Host Employer, ANP, RTO, School, Supplier), allowing for contact and location information to be stored as well as communication to be made individually and in bulk to the Company Contact.
Document Management	Ready Apprentice supports the uploading of documents to entity records such as documents scanned from paper or files emailed to consultants.
Email Communications	Allow outbound emails from Ready Recruit to Candidates, Placements, Employers and internal staff members. Providers can use the provided email gateway or point to their own organisation's gateway.
Finance Management	Provides users with the ability to manually input and track the payroll information of a Placement. This includes leave balances and pay/charge rates. Additionally, users can create invoices
Integrations	Ready Recruit Integrates with multiple external systems using APIs. This is outlined in the Integration table.
Letter Communications	Allow PDF Letters to be created and printed from Ready Recruit to send to Candidates, Placements, Employers and staff members.
Noting	Notes are used to record comments relating specifically to the entity it is recorded against.
Placement Management	The Placement module is a successful application of a candidate where they are placed through the vacancy with a Host Employer.

	This is their employment record and is used to track all contacts, WHS, Communications, year progressions.
Quest Form Management	Allows Admin to setup and create custom survey forms for users send out to be completed online by Candidates, Placements, Internal Staff and Employers.
Reminders	Reminders are used to manage a follow-up for Internal Staff members against a particular entity.
Settings (Administration Module)	Provides application administrative users control over the setup and configuration of their organisation's Ready Recruit site including user management, site management, template management, enumeration management and email gateway configuration.
SMS Communications	Allow SMS to be used to communicate with Candidates, Placements and Employers. The backend of this service is MessageMedia located in Australia and owned by Message4u Pty Ltd.
Table Management	Records created within Ready Recruit will have search and index pages available. This supports filtering on specific fields for reporting, sorting of table columns, exporting of specified data fields.
Vacancy Management	The Vacancy module allows users to build and advertise available opportunities linked from an existing Company record and managing the status of their available vacancies through to filled or closed. This allows for public advertisement using an API to post job Ads to Gateway Services as well as Seek Job Ad Posting.
WHS Management	Provides users with the ability to add WHS Injury records to assist tracking where a WHS Incident has occurred in the workplace.