Ready Apprentice Security Processes

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1. Introduction

Ready Apprentice (formerly JR Active) is an enterprise web application used by Apprenticeship Network Providers (ANP's) to manage their operations. Making sure your data is secure and protecting it is one of ReadyTech's most important responsibilities. We are committed to being transparent about our security practices and helping you understand our approach.

2. Security and Compliance

ReadyTech has established an industry-leading security program, dedicated to ensuring customers have the highest confidence in our custodianship of their data. Our Information Security Management System (ISMS) is aligned to the ISO 27000 standards and is regularly audited and assessed by third parties.

Our ISO 27001:2022 certificate is available on the JAS-ANZ register: https://register.jasanz.org/certified-organisations (Search "ReadyTech")

The cloud hosting platform is designed to meet the requirements and security controls of the Australian Government's *Information Security Manual (ISM)* and Australian Cyber Security Centre (ACSC) cloud security guidance for storage and processing of data classified up to *OFFICIAL: Sensitive*.

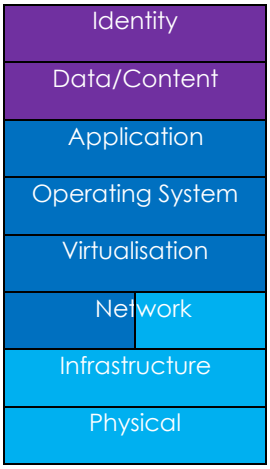
The Ready Apprentice application has been awarded Accreditation under the Department of Employment and Workplace Relations (the department)'s Right Fit For Risk approach to third party service accreditation as of 13 October 2025. https://www.dewr.gov.au/right-fit-risk-cyber-security-accreditation

3. Shared Security Responsibility Model

ReadyTech strives to protect the confidentiality, integrity and availability of all critical information and stored customer data.

While we manage security *of* the application, security *in* the application is the responsibility of the customer. Ready Apprentice is provided as software-as-a-service, i.e., a fully functioning modern web application. ReadyTech is responsible for procuring, configuring, monitoring and maintaining all aspects of the computing environment, from the servers to the application. ReadyTech utilises Amazon Web Services (AWS), which is the world leading provider of cloud infrastructure. AWS physical and technical security practices are outlined in its whitepaper at https://d0.awsstatic.com/whitepapers/aws-security-whitepaper.pdf

The customer is responsible for the data entered into the system, managing the access of their authorised users, password policies and configuring roles and permissions within the application itself.



	Customer Responsibility	Security **in** the application
	ReadyTech Responsibility	Security **of** the application
	AWS Responsibility	Security **of** the cloud

3.1 Customer Responsibilities

Customers are responsible for the following.

Authentication Hardening including configuration of:

- Security Responsibilities Banner. Providers are responsible for setting the text of the customisable logon banner in line with their contractual requirements
- Password Policy
- Multi factor Authentication (MFA)
- Single Sign On (SSO)
- User Account Lockout Policy
- User Session Timeout Policy
- User Accounts (addition and timely removal)
- User Roles (RBAC)

System Monitoring including

- User Activity Log review including login, logout, lockout, reset and search

Email Gateways including

- configuration of SMTP settings for a provider-controlled gateway

3.2 Infrastructure

Ready Apprentice is hosted in the public cloud with AWS. AWS provides state-of-the-art data centres and a world-leading compliance program. AWS operates, manages and controls the components from the host operating system and virtualisation layer down to the physical security of the facilities in which Ready Apprentice operates. AWS manages the network devices, but ReadyTech is responsible for secure network configuration.

3.3 Data Sovereignty

Ready Apprentice only uses the AWS Sydney region to ensure data is stored and processed within Australia. AWS currently offer 3 different data centres or "availability zones" (AZs) in the Sydney region. Data and services are replicated across zones for high availability.

3.4 Data Ownership

The customer always owns their data. ReadyTech collects and processes data on behalf of the customer as required to provide and support the platform, as further detailed in the Privacy Policy: readytech.io/privacy

4. Personnel Security

All ReadyTech staff undergo screening checks before employment including reference, qualification and police checks. Security awareness training is provided at initiation and continuously throughout the year. Staff with privileged access to systems or data receive additional job-specific training on privacy and security. Personnel requiring access to production systems or customer data are required to have undergone appropriate security clearances.

ReadyTech has appointed a Head of Security Operations who is responsible for the performance of the ISMS. All staff have security responsibilities assigned as part of their roles.

5. Identity and Access Management

Ready Apprentice provides out of the box functionality to support secure access control for customers:

- a SAML 2.0 compliant Service Provider interface
- Multi factor authentication (MFA) with a TOTP scheme
- Configurable User Session Timeout and User Account Lockout

- Role-Based Access Control (RBAC) for configurable, granular provision of permissions and functionality to users.

We recommend the usage of SSO. If the internal username/password capability is used, passphrases have length and complexity requirements to ISM standards, and are salted and hashed at rest using bcrypt.

Access for ReadyTech staff to the application and infrastructure is provided on a least necessary privilege basis, with technical controls limiting access to approved staff, on compliant corporate devices validated with MFA (multifactor authentication). All staff devices including laptops and mobile devices are centrally managed in the device management system to ensure they meet ReadyTech standards which includes device encryption, password policies, malware control and time limited screen locking.

6. Standard Operating Environments

ReadyTech uses a documented Standard Operating Environment for all servers. The servers are provisioned through code and all change to the environment goes through ReadyTech secure programming practices.

7. Patch Management

Application and operating system vulnerabilities are identified through automated systems. The patching and upgrade of software components is incorporated into regular software development procedures, automated build and release schedules.

Critical issues and security patches may necessitate an out-of-cycle release, but these are processed through standard change management workflows.

8. Software Development

ReadyTech uses a Secure By Design approach in our Software Development Life Cycle. Security is considered in the design, development and testing of our software. We use a series of software development environments including development, staging and production. Software is only able to progress to the next environment after it passes all the checks at each level including mandatory internal peer code review, static code analysis, automated unit and integration testing, manual QA and UAT.

Access to release branches in the code version repository is strictly limited. ReadyTech use static code analysis tools to identify known vulnerabilities in developed code, conducted as part of the automated build pipeline.

ReadyTech web applications are developed using security best practice. All developers are trained to be aware of OWASP security guidelines. Database queries are parameterised. Application inputs and outputs are properly sanitised and encoded. Errors and exceptions are logged and monitored.

9. Database Systems

Each customer uses a logically isolated database. Databases are securely provisioned with unique credentials per customer ensuring secure data partitioning. All use and administration of the database is through the web application frameworks minimising any exposure through direct database access. Database administrator accounts are only used to provision less privileged accounts for system use.

The network is designed to restrict access to the database to the fewest necessary systems. All database data is encrypted at rest using AES-256 with secure key management procedures.

Production, test and development environments are strictly separated at the network layer.

10. Network Security

ReadyTech divides its systems into separate networks (AWS VPCs) to better protect more sensitive data. Systems supporting testing and development activities are hosted on a separate network from production systems. Customer data is only permitted to exist in the production and staging networks.

Network access to the production environment from open, public networks (the internet) is restricted. Only required network protocols and ports are exposed to minimise the potential attack surface for malicious actors. Changes to the production network configuration are restricted to authorised personnel and all changes logged. ReadyTech uses an Infrastructure as Code approach to the network configuration which uses versioned repositories and is deployed through automations to avoid potential misconfiguration.

The Ready Apprentice system uses a shared hardware approach to multitenancy building on the AWS platform. Each tenant uses an isolated DNS subdomain to access the application, an isolated application instance pool, and a logically isolated database schema.

All public facing internet connections leverage an AWS Application Load Balancer and AWS Shield for a managed Distributed Denial of Service (DDoS) protection service.

AWS Shield is a managed Distributed Denial of Service (DDoS) protection service that safeguards web applications running on AWS. AWS Shield provides always-on detection and automatic inline mitigations

that minimise application downtime and latency. AWS Shield defends against most common, frequently occurring network and transport layer DDoS attacks without any input from ReadyTech.

11. Cryptography

Data at rest, and in transit, is only encrypted with ASD Approved Cryptographic Algorithms (AACAs) and ASD Approved Cryptographic Protocols (AACPs).

Transport Layer Security (TLS) is used for all public network connections with a modern security policy meeting an SSL Labs A rating. The preferred server negotiated connection will be on TLS 1.3 with Elliptic Curve Diffie-Helman session keys and perfect forward secrecy. SSLv3, TLSv1.0 and TLSv1.1 are disabled. HTTP Strict Transport Security (HSTS) ensures that a TLS connection is always used.

AWS S3 is used for storage of documents and other unstructured data. S3 buckets are securely configured, objects are private and encrypted at rest using AES-256. Access to S3 objects exposed through the application, for authorised users, is provided through time limited (60 minutes) URLs.

12. Logging and Monitoring

Site uptime, host and application performance is monitored by independent third-party services with operational alerting and response procedures in place. Regular governance meetings and performance review ensure the ongoing performance and availability targets are met.

ReadyTech use Host Intrusion Detection, Network Intrusion Detection and Cloud Security Posture Management systems. Alerts are centrally monitored and acted upon by responsible teams. Automatic clock synchronisation with NTP (Network Time Protocol) servers is enabled on all servers.

13. Penetration Testing

ReadyTech conducts application penetration testing through an internal security function as part of its ongoing security assurance program. Penetration testing is performed regularly against the Ready Apprentice application, with results reviewed by management and tracked through to remediation. Identified findings are assessed, prioritised, and resolved in accordance with ReadyTech's risk and vulnerability management processes.

Customers wishing to conduct their own penetration testing of the Ready Apprentice application must obtain prior written permission from ReadyTech before commencing any testing activities.

14. Backup Management

The database operates on Amazon RDS (Relational Database Service).

The system runs a single-AZ Amazon RDS for PostgreSQL primary with one or more read replicas in different Availability Zones (AZs). Replication to replicas uses per log shipping physical replication to keep them close to real time with the primary.

Amazon RDS and CloudWatch alarms monitor database health. If there's an AZ outage, network loss, or instance/volume failure, failover is manual: an operator promotes a read replica to a standalone primary and repoints application connections. Availability impact covers the time to promote and redirect traffic.

Recovery Point Objective (RPO): < 1 minute.
Recovery Time Objective (RTO): 2 minutes.

Complete logical backups of the database are stored in S3 daily, offering 99.999999999% durability. An independent automated process validates that backups are present and accounted for daily. Production data backups are regularly restored to the staging server for validation and to use current data for staging QA purposes.

15. Data Retention

Data is retained within the system for the life of the contract. At contract termination, data is returned to the customer and permanently destroyed according to standard operating procedures. Data will be made available in standard, documented formats.

Database backups are retained for 12 months and deleted by automated lifecycle policies.

Data collected to support the delivery of the service, including system event and access logs will be retained for 7 years in accordance with the National Archives of Australia's Administrative Functions Disposal Authority Express Version 2 publication.

16. Business Continuity

The concepts of business continuity and disaster recovery are integrated into our design and architecture of highly available systems in the public cloud. Failure is routinely expected, planned for, tested and managed with automated systems and redundancy.

Resilience and scalability are addressed on AWS through:

- Running multiple application instances in multiple Availability Zones (distinct locations that are engineered to be insulated from each other)
- Elastic Load Balancing across multiple Availability Zones
- Auto scaling for automated instance recovery and scaling
- Using the Amazon Relational Database Service (RDS) with automated backup, recovery and operational monitoring
- Using Amazon S3 simple, durable, massively scalable data storage

The complete infrastructure is built from code and deployed through automated pipelines, from the Virtual Private Cloud (VPC) network layer up to the web application instances. Data and assets are versioned, backed up and monitored.

17. Incident Management

ReadyTech has documented Incident Response, Business Continuity, Disaster Recovery, Security and Data Breach Response, and Crisis Management Plans that are tested at least annually.

Customers will be notified in accordance with our Incident response or Data Breach response plans in the case of an incident, the timing of which is outlined in the relevant plans and is based on severity and urgency. The nominated role at ReadyTech will continue to communicate with the customer on the specified schedule at a minimum until the issue is resolved. In general, ReadyTech takes the approach of informing the customer as soon as is practical in all cases.

18. Third Party Supplier Management

ReadyTech relies on sub-service organisations, such as AWS, to run its business efficiently. We evaluate and qualify our vendors with a risk-based approach and documented standards which include security, technical and financial assessments. ReadyTech ensures our security posture is maintained through legal agreements and regular security compliance review of these arrangements.

19. Contacts

ReadyTech is continually striving to keep our systems secure. If you become aware of any security issue or have any further queries regarding this document, please contact the security team directly at security@readytech.io.

20. Classification

This document is **Public**; it is approved for public release.

21. Document Management

Version	Date	Initials	Description
1.0	12/01/2022	AK/SG	Prepared for distribution
1.1	08/04/2022	SG	Right Fit For Risk accreditation
1.2	15/10/2025	EX	Review
1.3	18/06/2026	MT	Updated Penetration Testing methodology, General Review.