

CRANAplus Education Services Terms and Conditions

Effective: 8 July 2026

1. Purpose

The purpose of this policy is to outline the Terms and Conditions governing participation in CRANAplus Education Services, including accredited courses, self-paced online learning, face-to-face training, webinars, and events.

2. Scope

This policy applies to all participants engaging in CRANAplus education programs, including members, non-members, students, and professionals accessing CRANAplus training, events, or resources.

3. Policy Statement

By enrolling in any CRANAplus education service, participants agree to comply with these Terms and Conditions. CRANAplus reserves the right to update or amend this policy at any time.

4. Definitions

Course: A structured education program, including training modules, certification programs, and professional development, delivered online, face-to-face, or through a blended format.

Event: Organised CRANAplus activities delivered face-to-face (workshops, seminars, conferences, training sessions).

Participant: Any individual engaging in CRANAplus programs or services.

Withdrawal: Participant action to discontinue registration. Non-attendance does not constitute withdrawal.

Cancellation: CRANAplus cancelling a course due to low enrolment.

Refund: Repayment of fees to a purchaser.

Sensitive Information: Any data that, if accessed, disclosed, altered, or misused, could cause harm, disadvantage, or distress to an individual, organisation, or community. It requires a higher level of protection due to legal, ethical, privacy, cultural, or safety considerations (e.g., names, Cultural or community specific information, demographics)

Course Commencement: is at the time you have access to pre-course materials, is when your course commences

Mixed Mode Courses: refers to an education delivery model where learning is intentionally split across two or more modes, typically online and face-to-face, with each mode designed to complement the other.

5. Eligibility

Participation is open to nurses, midwives, Aboriginal and Torres Strait Islander Health Practitioners, and professionals working or intending to work in remote or isolated settings. Some courses require

specific enrolment criteria (e.g., AHPRA registration, prerequisite completion). Online self-paced courses are open to anyone.

6. Enrolment and Payment

Enrolment is subject to availability and CRANAplus acceptance. Participants must meet eligibility requirements and complete courses within required timeframes. Fees must be paid in full upon enrolment unless otherwise stated. CRANAplus may change, postpone, or cancel any event at its discretion. Refunds for cancelled courses are provided under Section 14.

7. Access, Equity, and Fairness

CRANAplus is committed to:

- Providing accessible, equitable, and fair education services.
- Upholding organisational values: Integrity, Inclusiveness, Respect, Accountability, Social Justice, Excellence, Safety.
- Maintaining current, accurate, and relevant education content.
- Ensuring professional, respectful interactions with participants.
- Continuous curriculum improvement and quality assurance.

8. Attendance Requirements

8.1 Online Self-Paced Courses

- Engagement is the participant's responsibility.
- Some online courses include mandatory practical assessments that must be undertaken to successfully complete the course
- Completion timeframes may apply.

8.2 Face-to-Face Education Services

- 100% attendance at face-to-face components is required.
- Absences without valid reason result in a "non attended" outcome.
- Participants must notify CRANAplus of attendance issues.
- Missed sessions must be arranged with the course coordinator.
- Refunds processed within 14 days.
- Attendance issues must be emailed to education.admin@crana.org.au

9. Privacy and Data Management

CRANAplus manages personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

9.1 Collection

CRANApplus may collect:

- Contact details
- Professional affiliations
- Dietary/accessibility requirements
- Payment details
- Other relevant information

9.2 Use and Disclosure

Information is used for:

- Delivering education services
- Event logistics
- Communication
- Registration processing
- Information may be disclosed to contractors or partners when necessary.

9.3 Storage and Security

- Personal information is stored securely.
- Retained for a minimum of 7 years.
- Destroyed or de-identified when no longer required.
- Participants may request access to their personal information.
- **Sensitive Information** - Collected only with participant consent.

10. Fit and Able Disclosure

Participants must complete the Disclosure Form if any condition may affect safe participation. Forms must be submitted at least 5 working days before course commencement. Participants must disclose pre-existing injuries or conditions affecting physical activities.

11. Course Requirements

Activities may include walking, lifting, bending, squatting, twisting, kneeling, and extended sitting. Participants must ensure they can safely perform required activities.

12. Code of Conduct

Participants must:

- Be respectful and courteous
- Maintain confidentiality
- Respect privacy
- Participate fully
- Maintain personal presentation and hygiene

- Communicate openly with coordinators
- Keep personal details updated
- Support a safe and tidy learning environment

13. Communication

By enrolling, participants consent to receiving course-related communication. Participants may opt out via their User Profile or by contacting CRANaplus.

14. Withdrawals, Cancellations, Refunds, and Transfers

Withdrawal, cancellation, refund and transfer rules differ depending on whether the course is delivered in a mixed mode format or is an online only course. It is noted that accessing pre-learning materials constitutes course commencement. These rules are set out below:

14.1 Mixed Mode Courses – Withdrawal, Refund and Transfer

Timing of Withdrawal	Refund	Admin Fee	Transfer Option
≥ 8 weeks before pre-learning	100%	\$100	Yes (subject to availability)
< 8 weeks but > 28 days before formal face-to-face course component commences	50%	\$100	Yes (subject to availability)
28 days or less before formal face-to-face course component commences	No refund	-	May be considered. Subject to availability

14.2 Self-Paced and Online Courses

- No refund once enrolment confirmed
- Exceptional circumstances may allow refund
- Admin fee: \$30

14.3 Cancellation by CRANaplus

- Full refund or transfer
- No administration fee

14.4 Exceptional Circumstances

May include:

- Medical reasons
- Compassionate grounds

- Significant unforeseen events. Requests must be in writing with evidence – submitted to education.admin@crana.org.au
- Exceptional circumstances can only be approved by the General Manager of Education or the Operations and Volunteer Manager, Education services. A full refund minus \$100 admin fee applies
- A participant can apply for an exceptional circumstance at any time to be eligible for a refund, minus \$100 admin fee

14.5 Transfers

- Subject to availability
- Must be requested before course commencement
- One transfer per course allowed without penalty, further transfers incur \$100 admin fee
- No refunds after transfer approval unless an approved exceptional circumstance or course cancelled by CRANApplus

14.6 Refund Processing

Refunds processed within 14 days to original payment method.

14.7 Consumer Law

Australian Consumer Law rights remain unaffected.

15. Privately Funded Courses

- CRANApplus cancellation → full refund
- Purchaser cancellation → refund minus pre-booking costs, at the discretion of General Manager of Education
- Exceptional circumstances considered at GM Education discretion

16. Grievances

Grievances may be raised verbally or in writing and can be submitted:

- Directly to any CRANApplus staff member
- Via our website - <https://www.crana.org.au/contact/>
- By email to ceo@crana.org.au
- By phone through the education administration team. (07) 4047 6400

If you are not satisfied with the way in which we handle your enquiry or complaint, you can contact the Office of the Australian Information Commissioner (OAIC). You can contact OAIC by:

- Visiting www.oaic.gov.au;
- forwarding an email to enquiries@oaic.gov.au
- telephoning 1300 363 992; or
- writing to OAIC at GPO Box 5218, Sydney NSW 2001

17. Intellectual Property

Course materials are protected by copyright. Participants may not reproduce or distribute materials without written consent.

18. Risk Management

Participants must inform CRANAplus of dietary or accessibility needs in advance. Use of venues and facilities is at participants' own risk. CRANAplus is not liable for loss or damage to personal belongings.

19. Liability

CRANAplus liability is limited to refunding attendance fees. CRANAplus excludes liability for indirect or consequential loss, injury, or death to the extent permitted by law.

20. Educational Content

Course content is general educational information only and not medical advice. Participants must apply their own clinical judgement and comply with relevant laws, standards, and professional scope.