

CRANplus Education Services Terms and Conditions

Please note: all courses purchased prior to 2pm AEST 23/01/2026 will be grandfathered under these existing Terms & Conditions below. Visit crana.org.au/terms-conditions to view Terms & Conditions effective from 2pm AEST 23/01/2026.

1. Introduction

1.1. These Terms and Con-di-tions gov-ern your par-tic-i-pa-tion in any edu-ca-tion ser-vice pro-vid-ed by CRANplus includ-ing sched-uled accred-it-ed and self-paced online cours-es, face-to-face train-ing, and webi-na-rs. By enrolling in any CRANplus edu-ca-tion ser-vice, you agree to com-ply with these Terms and Conditions.

1.2. CRANplus reserves the right to change or update its Terms and Con-di-tions and Poli-cies at any time.

2. Definitions

2.1. Course refers to any struc-tured edu-ca-tion-al pro-gram offered by CRANplus, includ-ing but not lim-it-ed to train-ing mod-u-ls, cer-ti-fi-ca-tion pro-grams, and pro-fes-sion-al devel-op-ment ses-sions. These cours-es are designed to enhance the skills and knowl-edge of par-tic-i-pants in the health-care sector.

2.2. Event refers to any organ-ised activ-i-ty host-ed or facil-i-tat-ed by CRANplus, includ-ing but not lim-it-ed to train-ing ses-sions, work-shops, sem-i-nars, con-fer-ences, and webi-na-rs. These events are designed to pro-vide edu-ca-tion, sup-port, and net-work-ing oppor-tu-ni-ties for par-tic-i-pants and are deliv-ered face at phys-i-cal venue.

2.3. Par-tic-i-pant refers to any indi-vid-u-al who engages in CRANplus pro-grammes, ser-vices, or activ-i-ties, includ-ing but not lim-it-ed to train-ing cours-es, work-shops, sem-i-nars, and events. This includes mem-bers, non-mem-bers, stu-dents, and pro-fes-sion-als who utilise CRANplus resources and offerings.

3. Eligibility

3.1. Par-tic-i-pa-tion in CRANplus edu-ca-tion ser-vices is open to nurs-es, mid-wives, health prac-ti-tion-ers, and oth-er pro-fes-sion-als work-ing in or intend-ing to work in remote or iso-lat-ed health settings.

3.2. Eli-gi-bil-i-ty for CRANplus edu-ca-tion ser-vices cours-es may be sub-ject to spe-cif-ic enrol-ment cri-te-ria, for exam-ple cur-rent AHPRA Reg-is-tra-tion or suc-cess-ful com-ple-tion of a pre-req-ui-site course.

3.3. Online, self-paced cours-es offered by CRANplus are specif-i-cal-ly designed for the rur-al and remote health work-force and cov-er a range of pro-fes-sion-al devel-op-ment and infor-ma-tion oppor-tu-ni-ties pro-vid-ing flex-i-ble learn-ing oppor-tu-ni-ties to enhance skills and knowl-edge in crit-i-cal areas. These cours-es are open to anyone.

4. Enrolment and payment

4.1. Enrol-ment in CRANplus cours-es is sub-ject to avail-abil-i-ty and accep-tance by CRANplus.

4.2. Applicants must meet the criteria of eligibility applicable for the specific course in which they are enrolling and complete the course within a specified timeframe.

4.3. Fees must be paid in full upon enrollment unless otherwise stated. Payment plans or funding assistance may be available and should be discussed with CRANplus Education Services.

4.4. CRANplus reserves the right and has sole discretion for any reason and at any time to:

- a. Change the format, participants, content, location and timing or any other aspect of an event
- b. Postpone events in full or any part of those events; and/or
- c. Cancel an event in full or any part.

4.5. Where a course has been cancelled provisions for a full refund or alternative course option will be provided.

5. Access, Equity and Fairness

5.1. CRANplus is committed to providing services that are accessible, equitable, and fair to all participants, ensuring that every participant has an equal opportunity to succeed.

a. CRANplus is committed to promoting safe, high-quality health-care in remote areas of Australia by representing, supporting, and educating the remote and isolated health workforce. We uphold core values of Integrity, Inclusiveness, Respect, Accountability, Social Justice, Excellence, and Safety. Discrimination of any kind is not tolerated, reflecting our dedication to creating an environment where every individual is treated with dignity and respect.

b. Our values and behavioural expectations are central to our practices and organisational culture. We act with Integrity by ensuring transparency, honesty, and leading by example. Inclusiveness is key, as we value diversity and respect cultural differences, understanding that these are vital to our success. Respect involves listening to others, being open to different viewpoints, and treating everyone with dignity. Accountability requires everyone to share responsibility for upholding equal opportunity principles and addressing non-compliance. Social Justice is reflected in our commitment to providing access to equal opportunities, shared rights, and a voice in our processes. Excellence involves understanding ethical and legal standards and valuing open, constructive feedback. Safety is maintained by fostering a respectful environment and addressing well-being and mental health as core components of our workplace culture.

c. We commit to providing education that is current, accurate, and relevant. Our curriculums are regularly updated to reflect the latest developments, and our expert instructors are dedicated to continuous professional development. We incorporate the latest research and technology, actively seek participant feedback, and maintain rigorous quality assurance processes. We also provide access to updated resources.

d. CRANplus is committed to ensuring the delivery of high-quality education services, maintaining integrity, professionalism, and respect in all interactions with participants.

6. Attendance – Online, self-paced courses

6.1. Engagement is the responsibility of participants and attendance requirements are not significant or required for completion of online learning unless it requires a practical assessment i.e. ALS, BLS online courses

6.2. A defined period for completion and assessment may be defined for online courses.

7. Attendance – Education Services Courses

7.1. CRANAPLUS is committed to systematically monitoring participant attendance and course progress at face-to-face offerings, to ensure successful course completion.

7.2. Attendance must be 100% of face-to-face components of the course.

7.3. Attendance will be monitored by the course coordinator and absences without a valid reason and notification will result in a course outcome of “not attended”.

7.4. Participants must notify CRANAPLUS of any issues affecting their attendance.

7.5. If sessions are missed, it is the participant’s responsibility to make suitable arrangements with the course coordinator for catch-up sessions.

7.6. Withdrawal from a course for valid reasons may be negotiated without academic penalty, provided the level of course completion is considered.

7.7. Valid reasons include compassionate grounds, illness with a medical certificate or other compelling circumstances.

7.8. CRANAPLUS must be notified via email or phone as soon as possible where these apply.

8. Complaint, Feedback and Compliment Policy

8.1. CRANAPLUS encourages participants to provide feedback, voice complaints, or give compliments about the education service received. All feedback will be handled in accordance with our Complaint, Feedback, and Compliment Policy.

9. Privacy and Data Management

9.1. CRANAPLUS is committed to protecting the privacy of the personal information we receive and managing information in accordance with relevant legal obligations.

9.2. We collect, use, disclose, store, secure and dispose of your Personal Information in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) (the Privacy Act).

9.3. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au. The CRANAPLUS Privacy Policy and the Mental Health and Well-being Privacy Policy can be viewed at crana.org.au.

10. Collection of Personal Information

10.1. We collect and hold personal information that is reasonably necessary for the proper performance of our business functions, services, and activities.

10.2. We may collect personal information from you, including but not limited to, your name, contact details, professional affiliations, dietary requirements, accessibility requirements, and other relevant information. We may collect credit card details for payment and bookings. Personal information may be collected through various means, such as our website, registration forms, email correspondence, surveys, or during our business activities.

10.3. If you are providing information for another person, you should only do so with their consent and you should inform them of the CRANAPLUS Privacy Policy.

11. Use and Disclosure

11.1. We will use your personal information for the purpose for which it was collected. In this case this relates to providing education services, sending event updates, responding to enquiries, processing registrations and associated bookings, and managing event logistics.

11.2. We may disclose your personal information to third parties, including our contractors, service providers, and business partners, who assist us in delivering our services. However, we will only disclose your information to the extent necessary for;

- a. your engagement with CRANAPLUS through education services courses, membership or other purposes,
- b. managing an event in which you are participating,
- c. where required or authorised by law.

12. Security and Personal Information

12.1. Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification, or disclosure.

12.2. When your Personal Information is no longer needed, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

12.3. Most of the Personal Information is or will be stored as a record of attendance or participation and will be kept for a minimum of 7 years.

13. Access to your Personal Information

13.1. You have a right to access the Personal Information we hold about you and request to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please lodge a request through "Contact Us" at www.crana.org.au.

13.2. To protect your Personal Information, we may require identification from you before releasing the requested information.

14. Sensitive Information

14.1. If it is reasonably necessary in the circumstances, CRANAPLUS may also collect sensitive information (as defined in the Privacy Act), where you choose to provide it, such as nationality, ethnic background, cultural diversity, or relevant health information.

14.2. Any sensitive information collected by CRANAPLUS is received because you have provided it to us directly. For example, you have filled in an online form and elected to disclose relevant allergies, dietary requirements or medical conditions that may be relevant to you attending a course. We do not collect sensitive information without you knowing and directly providing it to us. Your consent to the collection of sensitive information will be assumed when you provide your information to CRANAPLUS for use in accordance with the CRANAPLUS Privacy Policy.

15. Website and Cookies

15.1. You are not required to provide personal information when you visit our web-sites, unless you choose to register for an event, subscribe to a mailing list or making an enquiry. Web-sites, use small text files downloaded by your web browser called cookies. Your web browser should recognise when a cookie is offered and allow you to refuse or accept it. Cookies are primarily used to enhance your online experience and collect meta data, such as your IP address and the date and time you accessed our site. This information isn't used to identify you or shared with anyone.

16. Disclosure Form (Fit and Able)

16.1. CRANAPLUS is committed to promoting a safe and healthy environment for our Employees, Facilitators, and Participants in CRANAPLUS courses. Such an environment is possible only when each participant can perform the course activities in a safe, secure, and effective manner, and is not impacted by, or impacting the course environment.

16.2. It is the participants responsibility to complete a disclosure form if their ability to perform activities on course may be affected.

16.3. Agreeing to these Terms and Conditions without a completed disclosure form indicates the participant is fit and able to perform activities required on course.

16.4. A Disclosure Form if applicable, must be completed and returned at least five (5) working days before course commencement.

17. Course requirements

17.1. Activities may include but are not limited to:

- a. Walking
- b. Lift-ing
- c. Bend-ing
- d. Squat-ing
- e. Twist-ing
- f. Turn-ing
- g. Kneel-ing and
- h. Sit-ing for extended periods of time

17.2. Participants must disclose any pre-existing injuries or medical conditions that could:

- a. Be aggravated or impact their participation,
- b. Prevent full participation in course activities,
- c. Affect others in the course.

17.3. Participants on sick leave must discuss their condition with CRANAPLUS.

18. Code of Conduct

18.1. The pol-i-cy ensures a learn-ing envi-ron-ment that is safe, fair, equi-table, and pro-fes-sion-al, aligned with health-care indus-try stan-dards. It pre-pares par-tic-i-pants to work with vul-ner-a-ble pop-u-la-tions and fos-ters a com-mit-ment to ongo-ing learn-ing and devel-op-ment. By sub-mit-ting an enrol-ment appli-ca-tion, par-tic-i-pants agree to abide by the Terms and Con-di-tions of enrol-ment includ-ing this Code of Conduct.

18.2. CRANAPLUS are com-mit-ted to pro-vid-ing events that are wel-com-ing and safe for all par-tic-i-pants, is free from unlaw-ful dis-crim-i-na-tion and harass-ment, and where all par-tic-i-pants are treat-ed with dig-ni-ty and respect.

18.3. CRANAPLUS has a zero tol-er-ance for;

- a. the use of alco-hol and oth-er drugs dur-ing train-ing sessions,
- b. pla-gia-rism or cheating.

18.4. Adher-ence to this Code of Con-duct is part of accep-tance of these Terms and Con-di-tions by par-tic-i-pants, facil-i-ta-tors, coor-di-na-tors and oth-er CRANAPLUS staff.

18.5. Unac-cept-a-ble behav-iour includes, but is not lim-it-ed to:

- a. Harass-ment, includ-ing ver-bal com-ments relat-ing to gen-der, sex-u-al ori-en-ta-tion, dis-abil-i-ty, race, eth-nic-i-ty, reli-gion, age, nation-al ori-gin, gen-der iden-ti-ty or expres-sion, or phys-i-cal appearance.
- b. Inap-pro-pri-ate and/ or unwant-ed phys-i-cal contact.
- c. Unwel-come sex-u-al attention.
- d. Stalk-ing or delib-er-ate intimida-tion.
- e. Unwant-ed pho-tog-ra-phy or record-ing (if you are asked to stop pho-to-graph-ing or record-ing some-one, please do so; if some-one indi-cates that they do not want to be pho-to-graphed or record-ed, do not record or pho-to-graph them).
- f. Dis-crim-i-na-to-ry or sex-u-al images vis-i-ble in pub-lic spaces.
- g. Sus-tained or wil-ful dis-rup-tion of proceedings.

18.6. Par-tic-i-pants attend-ing CRANAPLUS edu-ca-tion ser-vices cours-es have a right to;

- a. Be treat-ed with respect, equi-ty, and fairness,
- b. Be emo-tion-al-ly and phys-i-cal-ly safe in the learn-ing environment,
- c. Have reports of harass-ment han-dled respect-ful-ly, seri-ous-ly, and confiden-tially,
- d. Access appeal and com-plaint process-es that pro-vide sup-port and res-o-lu-tion with-out victim-i-sation,
- e. Receive qual-i-ty train-ing and fair, equi-table assessment.

18.7. Par-tic-i-pants attend-ing CRANAPLUS edu-ca-tion ser-vices cours-es are expect-ed to;

- a. Be respect-ful and cour-teous whilst in attendance,
- b. Recog-nise and respect bound-aries set by oth-ers and be con-scious of differences,
- c. Main-tain con-fi-den-tial-i-ty regard-ing CRANAPLUS mat-ters and oth-er par-tic-i-pants' information,
- d. Respect the pri-va-cy of others,
- e. Take per-son-al own-er-ship and respon-si-bil-i-ty for learning.
- f. Attend and par-tic-i-pate ful-ly in all train-ing sessions,
- g. Noti-fy CRANAPLUS by phone of if you are unable to attend events pri-or to commencement,
- h. Main-tain accept-able stan-dards of per-son-al pre-sen-ta-tion and hygiene,
- i. Com-mu-ni-cate open-ly with CRANAPLUS coor-di-na-tors and facil-i-ta-tors about any issues affect-ing your learning,
- j. Ensure your per-son-al details are up to date via your online User Pro-file, includ-ing dietary require-ments, and,
- k. Help main-tain a tidy and safe train-ing environment.

19. Communication

19.1. By par-tic-i-pat-ing in CRANAPLUS edu-ca-tion ser-vices, you con-sent to the use of your per-son-al and par-tic-i-pant infor-ma-tion to receive com-mu-ni-ca-tion rel-e-vant to upcom-ing cours-es and ser-vices offered. If you pre-fer not to receive this com-mu-ni-ca-tion, you can opt out by updat-ing your User Pro-file online or con-tact-ing CRANAPLUS.

20. Withdrawals, Cancellation and Refunds

20.1. With-draw-al Pri-or to Course Commencement:

a. 28+ Days' Notice:

- i. Refund of course fee minus \$50 admin-is-tra-tion fee.

ii. Options:

- I. Con-firm request for refund.

- II. Change mind and remain enrolled.

- ii. Refund processed with-in 14 days after confirmation.

b. 28 Days or Less Notice:

- iii. No refund of par-tic-i-pant fees unless con-sid-ered for ill-ness or extreme hard-ship (see "Excep-tion-al Cir-cum-stances"). Approval for a refund is done by man-age-ment only.

- iv. 24-hour recon-sid-er-a-tion peri-od from with-draw-al notification.

- v. Course mate-ri-als are non-refundable.

- vi. Enrol-ments less than 28 days out, our can-cel-la-tion terms and con-di-tions still apply. Par-tic-i-pants are not eli-gi-ble for a refund in the event of reg-is-tra-tion cancellation.

20.2. Edu-ca-tion Agree-ments with Organisations:

- a. Ter-mina-tion/ amend-ment requires 56 days' notice.
- b. Costs incurred post-notice will be invoiced.
- c. No par-tic-i-pant changes with-in 28 days of course date.
- d. Organ-i-sa-tions are respon-si-ble for noti-fy-ing par-tic-i-pant changes and payments.
- e. The con-di-tions stat-ed in 20.2 may vary if the Edu-ca-tion Agree-ment states otherwise.

20.3. With-draw-al After Course Commencement:

- a. No refund of fees.
- b. 24-hour recon-sid-er-a-tion peri-od from with-draw-al notification.

20.4. eRe-mote Online Learn-ing Modules:

- a. No refund unless approved by Man-age-ment in spe-cial circum-stan-cies.
- b. If a refund has been approved, an admin fee of \$30 applies.
- c. Com-ple-tion peri-ods are defined at enrol-ment, includ-ing com-ple-tion require-ments for online assessments.

20.5. Non-Atten-dance and Transfers:

- a. No refund or trans-fer for non-attendance.
- b. No trans-fers between cours-es; par-tic-i-pants must re-register.

20.6. Ear-ly Departure:

- a. No refund for ear-ly depar-ture from a course.
- b. No refund for with-drawals due to seri-ous misconduct.

20.7. Excep-tion-al Circumstances:

- a. Includes ill-ness, acci-dent, fam-i-ly cri-sis, etc.
- b. Detailed expla-na-tion and evi-dence required with-in 28 days.
- c. Suc-cess-ful requests will incur a \$50 admin-is-tra-tion fee.

20.8. CRANAPLUS Course Cancellation:

- a. Full refund if CRANAPLUS can-cels, post-pones, or resched-ules a course.
- b. Refunds processed with-in 14 work-ing days.
- c. 70% refund if enrol-ment is with-drawn due to incor-rect information.

20.9. Mem-ber-ship Fees:

- a. Non-refund-able.

b. No pro-rata refunds available.

20.10. Grievances:

- a. Grievances about refund decisions can be raised under the Complaint, Feed-back or Complaint Policy.
- b. Rights under Australia's consumer protection laws are not affected.
- c. For any grievances, please submit your complaint through the "Contact Us" page at www.crana.org.au.

21. Intellectual Property

21.1. All course materials provided by CRANAPLUS are protected by copyright and are for the personal use of enrolled participants only.

21.2. Participants may not reproduce, distribute, or use the course materials for any commercial purpose without the prior written consent of CRANAPLUS.

22. Whistleblower Policy

22.1. CRANAPLUS is committed to maintaining a high level of legal, ethical, and moral behaviour in governance and operational standards and CRANAPLUS has a Board approved Whistleblower Policy.

22.2. CRANAPLUS encourages individuals to disclose suspected misconduct, without fear of detriment, where concerns about serious instances of misconduct are supported by reasonable grounds.

22.3. You can find our Whistleblower policy on the CRANAPLUS web-site through Contact Us or access the policy and service directly through <https://crana.sto.plinereport.com/>.

23. Risk Management

23.1. At CRANAPLUS, risk management involves identifying, assessing, and mitigating potential risks to ensure the safety and well-being of our members and clients. This process helps us conduct all activities and decisions responsibly, safeguarding our organization and community.

23.2. It is your responsibility to inform CRANAPLUS of any special dietary, accessibility or other requirements you may have, sufficiently in advance to enable CRANAPLUS to attempt to accommodate these requirements (or where this is not possible, inform you of such).

23.3. Use of Event venues and all associated facilities (including any car parking facilities) are at your own risk.

23.4. CRANAPLUS accepts no liability to you or any third party for any loss or damage to any of your equipment, materials or other belongings brought to the Event, whether by fire, theft, accident, injury or otherwise.

24. Liability

24.1. Any liability incurred by CRANAPLUS in connection with the Event will be limited to the refund of the fee paid for attendance. All guarantees, representations, conditions and warranties of any nature are expressly excluded.

24.2. To the maximum extent permitted by law, CRANAPLUS excludes all indirect or consequential liability and all liability for any loss (including indirect or consequential loss), expense, damage, personal injury or death incurred (whether or not arising from negligence) by you in connection with the event.

25. Competition and Consumer and Australia Consumer Laws

25.1. Nothing in these Terms and Condition limits, excludes or modifies or purports to do so, the guarantees as provided under the Competition and Consumer Act (Cth) and the Australian Consumer Law that apply.

26. Educational Content

26.1. Course material is intended to provide general educational information only. It does not constitute medical advice, medical instructions, clinical diagnoses or medical information. The scenarios in this material are examples only, relating to very specific circumstances with very specific issues and may not be relevant to your situation. This material is a guide only. You should not attempt to use this information in place of clinical judgement, appropriate consultation, and applicable policies and protocols within the context of your employment.

26.2. CRANAPLUS is not a health practitioner, and it is not registered to practise health care in Australia. It is the sole responsibility of each attendee to apply their own clinical and professional judgement and discretion in the performance of their duties, consistent with applicable laws and within the scope of the attendee's registration and practice.

26.3. Medical research progresses daily, clinical practice recommendations change regularly, and Commonwealth and State authorities frequently introduce amendments to standards, codes, guidelines etcetera. You must apply your clinical judgement within the scope of your registration and practice to ensure currency, relevance and applicability, consistent with the rules, regulations and standards in your jurisdiction.

26.4. You assume full responsibility for using any information provided by CRANAPLUS Incorporated, and you understand and agree that, to the extent permitted by law, CRANAPLUS Incorporated and its affiliates are not responsible or liable for any claim, loss of damage resulting from your use of that information.

27. Contact

27.1. You can contact CRANAPLUS on 07 4047 6400 or through Contact Us at www.crana.org.au