

CRANAPLUS Education Services Terms and Conditions

As of 23rd January 2026

Introduction

- 1.1. These Terms and Conditions govern your participation in any education service provided by CRANAPLUS, including scheduled accredited and self-paced online courses, face-to-face training, and webinars. By enrolling in any CRANAPLUS education service, you agree to comply with these Terms and Conditions.
- 1.2. CRANAPLUS reserves the right to change or update its Terms and Conditions and Policies at any time.

2. Definitions

- 2.1. **Course** refers to any structured educational program offered by CRANAPLUS, including but not limited to training modules, certification programs, and professional development sessions. These courses are designed to enhance the skills and knowledge of healthcare professionals in the sector.
- 2.2. **Event** refers to any organised activity hosted or facilitated by CRANAPLUS, including but not limited to training sessions, workshops, seminars, conferences, and webinars. These events are designed to provide education, support, and networking opportunities for participants and are delivered face-to-face at a physical venue.
- 2.3. **Participant** refers to any individual who engages in CRANAPLUS programs, services, or activities, including but not limited to training courses, workshops, seminars, and events. This includes members, non-members, students, and professionals who utilise CRANAPLUS resources and offerings.
- 2.4. **Withdrawal**. A withdrawal refers to an action by a participant to discontinue registration in a course. Not attending a face-to-face component of a course does not qualify as a withdrawal.
- 2.5. **Cancellation**. Cancellation refers to CRANAPLUS cancelling a course due to low enrollment numbers.
- 2.6. **Refund**. A refund is a repayment of money to a purchaser.

3. Eligibility

- 3.1. Participation in CRANAPLUS education services is open to nurses, midwives, health practitioners, and other professionals working in or intending to work in remote or isolated health settings.
- 3.2. Eligibility for CRANAPLUS education services courses may be subject to specific enrolment criteria, for example, current AHPRA Registration or successful completion of a prerequisite course.

Online, self-paced courses offered by CRANAPLUS are specifically designed for the remote or isolated health workforce and cover a range of professional development and information opportunities provide flexible learning opportunities to enhance skills and knowledge in critical areas. These courses are open to anyone.

4. Enrolment and Payment

- 4.1. Enrolment in CRANAPLUS courses is subject to availability and acceptance by CRANAPLUS.
- 4.2. Applicants must meet the eligibility requirements applicable to the specific course on which they are enrolling and complete the course within a specified timeframe.
- 4.3. Fees must be paid in full upon enrolment unless otherwise stated.

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.

4.4. Where a course has been cancelled, provisions for a refund will be provided (see section 20)

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 healthcare in remote areas of Australia by representing, supporting, and educating the 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, valuing, and acting on open and constructive feedback. Safety is maintained by fostering a respectful environment and addressing wellness and mental health as core components of our workplace culture.
- c. We commit to providing education that is current, accurate, and relevant. Our curricula are regularly updated to reflect the latest developments, and our expert educators and volunteers 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 they require 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. CRANplus is committed to systematically monitoring participant attendance and course progress to ensure successful course completion.

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

7.3. The course coordinator will monitor attendance and absences without a valid reason, and notification will

result in a course outcome of “not attended”.

- 7.4. Participants must notify CRANplus 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. Valid reasons include, but are not limited to, compassionate grounds, illness with a medical certificate or other compelling circumstances. Exceptional circumstances are only approved by management on a case-by-case basis. Timeframe for producing evidence for refunds (i.e. stat dec, medical certificate) is 28 days post request.
- 7.7. All refunds will be processed within 14 days.
- 7.8. CRANplus must be notified via email education.admin@crana.org.au as soon as possible where these apply.

8. Complaint, Feedback, and Compliment Policy

- 8.1. CRANplus 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. CRANplus is committed to protecting the privacy of the personal information we receive and manage 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.aoic.gov.au. The CRANplus Privacy Policy and the Mental Health and Wellbeing Privacy Policy can be viewed on the CRANplus website 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.
- 10.3. Personal information may be collected through various means, such as our website, registration forms, email correspondence, surveys, or during our business activities.
- 10.4. If you provide information for another person, you should only do so with their consent, and you should inform them of the CRANplus 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 CRANplus 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 of 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, CRANplus 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 CRANplus 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 your knowledge and direct consent. Your consent to the collection of sensitive information will be assumed when you provide your information to CRANplus for use in accordance with the CRANplus Privacy Policy.

15. Websites and Cookies

15.1.You are not required to provide personal information when you visit our websites, unless you choose to by registering for an event, subscribing to a mailing list or making an enquiry. Websites use small text files, called cookies, that are downloaded to your web browser. 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 metadata, such as your IP address and the date and time you accessed our site. This information isn't used to identify you or share with anyone.

16. Disclosure Form (Fit and Able)

16.1.CRANplus is committed to promoting a safe and healthy environment for our Employees, Facilitators, and Participants in CRANplus courses. Such an environment is possible only when each participant can perform the course activities in a safe, secure, and effective manner, and neither impacts nor is impacted by the course environment.

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

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

16.4. A Disclosure Form, if applicable, must be completed and returned to education.admin@crana.org.au 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. Lifting
- c. Bending
- d. Squatting
- e. Twisting
- f. Turning
- g. Kneeling and
- h. Sitting 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 on the course.
- d. Participants on personal leave must discuss their condition with CRANplus.

18.0. Code of Conduct

18.1. Participants attending CRANplus education services courses are expected to.

- a. Be respectful and courteous whilst in attendance,
- b. Recognise and respect boundaries set by others and be conscious of differences,
- c. Maintain confidentiality regarding CRANplus matters and other participants' information,
- d. Respect the privacy of others,
- e. Take personal ownership and responsibility for learning.
- f. Attend and participate fully in all training sessions,
- g. Maintain acceptable standards of personal presentation and hygiene,
- h. Communicate openly with CRANplus coordinators and facilitators about any issues affecting your learning,
- i. Ensure your personal details are up to date via your online User Profile, including dietary requirements
- j. Help maintain a tidy and safe training environment

19. Communication

19.0. By participating in CRANplus education services, you consent to the use of your personal and participant information to receive communication relevant to upcoming courses and services offered. If you prefer not to receive this communication, you can opt out by updating your User Profile online or contacting CRANplus.

20. Withdrawals, Cancellation, and Refunds.

Note - Participants are granted access to the pre-learning content 8 weeks before the face-to-face component of the course.

	Refund Issued?	Exceptional Circumstances considered?	Administration Fee Applied to Refund?
Cancellation of a course by CRANplus	Yes	NA	NA
Withdrawal from a course within 28 days of the face-to-face component of a course	No	Yes, at the discretion of the Management team. If approved, participants will receive a 50% refund of the course fee.	Yes \$100
Withdrawal from a course when the pre-learning has commenced (eight weeks before the face-to-face component of a course) and up to 28 days of the face-to-face component of the course	Yes. A refund of 50% of the course fee	NA	Yes \$100
Withdrawal from a course before pre-learning has commenced (eight weeks before the face-to-face component of a course)	Yes. A refund will be offered minus the admin fee	NA	Yes \$100
Withdrawal for e-remote courses (self-paced) ALS/BLS	No	Yes, at the discretion of the management team. If approved, participants will receive a refund minus admin fee.	Yes \$30
Withdrawal for online courses with a F2F component (TEC/MHE)	No	Yes, at the discretion of management team. If approved, participants will receive a 50% refund minus admin fee.	Yes \$100

*Refunds <28 days before course commencement for individuals who registered <28 days before course commencement, refund timeframes still apply. Which means refunds only apply under exceptional circumstances.

21. Purchases for group bookings.

CRANAPlus appreciates the advanced commitment of our partners and strives to deliver high-quality training experience. However, cancellations made less than 28 days before the course commencement date will not be automatically eligible for a full refund, as logistical and operational costs have already been incurred in preparing and delivering the service. In such cases, CRANAPlus may, at the discretion of the Management Team, offer a partial refund

22. Privately funded Courses

	Refund Issued?	Exceptional Circumstances considered?	Administration Fee Applied to Refund?
Cancellation of a course by CRANAPlus	Yes. A full refund will be offered	NA	NA
Cancellation of a course by the purchaser before the commencement of the pre-course learning (eight weeks before the face-to-face component of a course)	Yes. A refund will be offered, less any costs incurred for pre-booking logistics and travel.	Yes, at the discretion of the General Manager of Education	NA
Cancellation of a course by the purchaser after the commencement of the pre-course learning (eight weeks before the face-to-face component of a course) and up to 28 days before the face-to-face component of the course	Yes. A refund of 50% of the course fee, less any costs incurred for pre-booking of logistics and travel. *An exception would be if the course was assigned within 8 weeks of commencement.	Yes, at the discretion of the General Manager of Education	NA

23. Grievances:

- a. Grievances about refund decisions can be raised under the Complaint, Feedback or Compliment Policy.
- b. Rights under Australia's consumer protection laws are not affected.
- c. For any grievances, please choose one of the most suitable options below for your grievance
 - Directly with CRANAPlus personnel with whom you are engaging
 - Through our website Contact Us function
 - By email to ceo@crana.org.au
 - By phone, through our administration team

24. Intellectual Property

24.0. Participants may not reproduce, distribute, or use the course materials for any commercial purpose

24.1. All course materials provided by CRANAPlus are protected by copyright and are for the personal use of enrolled participants only without the prior written consent of CRANAPlus.

25. Risk Management

25.0. At CRANplus, risk management involves identifying, assessing, and mitigating potential risks to ensure the safety and well-being of our members and clients. This process enables us to conduct all activities and make decisions responsibly, safeguarding our organisation and community.

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

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

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

26. Liability

26.0. Any liability incurred by CRANplus 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.

26.1. To the maximum extent permitted by law, CRANplus 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 arising from negligence) by you in connection with the event.

27. Competition and Consumer and Australian Consumer laws

27.0. Nothing in these Terms and Conditions 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.

28. Educational Content

28.0. 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 circumstances with 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.

28.1. CRANplus is not a health practitioner, and it is not registered to practice healthcare 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.

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

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