

# DCA Knowledge Programs: FAQs

## Who can book/attend a DCA Knowledge Program?

Anyone from any organisation, DCA members or non-members, can book program/s for their groups and teams. DCA member organisations receive generous discounts on program fees.

[Discover the benefits of DCA Membership.](#)

## Can we book a Knowledge Program for more than 30 people?

To encourage maximum learner participation, we recommend limiting groups to no more than 30 per program. Up to 10 extra employees can attend for an additional participant surcharge of \$500 per program.

## Bulk Bookings

Organisations booking 5 or more programs will receive a 10% **bulk booking** discount.

## What can we expect from a DCA Knowledge Program?

DCA's programs are grounded in our evidence-based research, and are suitable for all employees, regardless of organisation level, role, workplace or industry.

All programs include videos, group discussions, self-reflection activities and key resources for participants to take home.

## Do you offer customised training for organisations?

Strong demand for our existing program means we are unable to provide customised training.

For bespoke topics and larger groups, DCA speakers can be booked to appear at internal and public events through DCA's Speakers Bureau. Drawing on DCA's industry leading research, practical resources and lived experience, DCA speakers deliver tailored insights and expert perspectives across key diversity and inclusion areas to meet your organisation or event's needs.

[Discover DCA's Speakers Bureau.](#)

## Who delivers DCA's Knowledge Program?

Experienced facilitators deliver DCA's programs. Upon booking, we schedule a 30-minute pre-briefing call with the facilitator to clarify program details and finalise logistics.

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## What are the stages of the booking process?

1. When an expression of interest is received, your organisation will be issued a program proposal which is valid for 30 days.
2. Once the signed proposal is returned to us, the discussion surrounding date availability and scheduling will begin.
3. When an agreed date/s have been offered, to secure the program your organisation will be provided with a booking form to be signed and returned within 2 business days. Only when DCA has received a signed booking form is the program secured.

*Please note that due to high demand, we require at least 30 days' notice for any new programs.*

## Are there any additional costs?

Travel fees may apply for face-to-face programs when we do not have a local facilitator available.

Rescheduling or cancellation fees may apply when programs are cancelled within 2 weeks of the program date.

Late fees may apply if the invoice payment terms are not met.

## Can we record a Knowledge Program?

DCA does not permit the recording of our Knowledge Programs. This is to protect both DCA's intellectual property as well as learner privacy and psychological safety.

Participants will have access to a post-program resource which features information from the programs as well as additional reflective questions.

### Got more questions?

Contact DCA's Education Team or visit the [Knowledge Program Page](#), to find out more.

[workshops@dca.org.au](mailto:workshops@dca.org.au), 02 8014 4300