

# DCA KNOWLEDGE PROGRAM 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. Find out more about the benefits of membership [here](#).

While we currently offer no individual registrations, DCA occasionally schedules a bespoke open program on a particular research topic.

To stay informed about future open programs, sign up to our [eNews](#).

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

To encourage maximum learner participation, we recommend limiting numbers to groups of no more than 30 per program.

Up to 10 extra learners can attend, however, this incurs an additional participant surcharge of \$500.00 inc. GST per program.

Organisations booking 5 or more programs upfront will receive a 10% 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 incorporate group discussion, and 90-minute programs include video + de-briefs, and self-reflection activities.

## Do you offer customised training for organisations?

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

For bespoke topics and larger groups, DCA speakers can be booked to appear at member and public events, providing key insights and expert opinions on all key diversity areas. Find out more about our speakers [here](#).

## Who delivers DCA's Knowledge Programs?

Experienced facilitators deliver DCA's programs. Upon booking, we schedule a 30-minute pre-briefing meet and greet with the facilitator for you to clarify program details. Visit [here](#) to view our current panel of facilitators and their areas of expertise.

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## What are the stages of the booking process?

1. When an expression of interest has been submitted and the program name, pax and format have been confirmed, your organization will be issued with a program proposal, 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 has been offered, to secure it, your organization will be provided with a booking form to be signed and returned within 2 business days. Only when we have received the returned signed booking form, is the program booked in.

*Please note: due to high demand and to maintain fairness and accuracy of facilitator availability, we require a 30-day window between the return of the signed booking form and the scheduled date of the program/s. This will be addressed and considered when dates are offered to your organization during the availability/scheduling stage.*

## Are there any additional costs?

Sometimes fees are incurred in addition to the standard program cost.

These can include fees or surcharges for certain facilitators, additional participants, face-to-face travel expenses, rescheduling or cancellation, late fees, and some accessibility requirements.

## 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.

## Got more questions?

Contact DCA's Knowledge Program Team via email: [workshops@dca.org.au](mailto:workshops@dca.org.au) or phone: 02 8014 4300, to find out more.