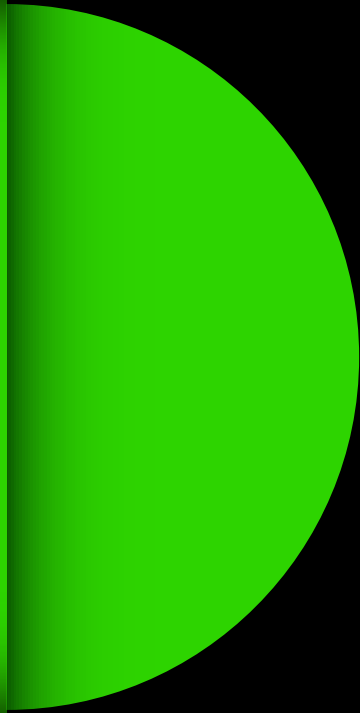


**Deloitte.**

*Together makes progress*



*Focus* your  
automotive career

Deloitte Automotive Development Pathway

**ProfitFocus™**



Every learning  
opportunity is  
a step forward...

...for both the  
individual and  
for the future  
of your business.

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# Welcome to People Focus

## Deloitte Automotive Development Pathway

The automotive retail industry is undergoing profound change – driven by evolving customer expectations, new mobility models, and increasing competition for talent. As the sector transforms, so too must the way careers are built within it. At Deloitte, we believe the future strength of the automotive industry depends not only on operational performance, but on its ability to attract, develop, and retain exceptional people. For too long, career development in the sector has been fragmented – lacking a clear, visible pathway from entry-level roles through to executive leadership.

Leveraging our extensive industry experience and insights, and the robust data capabilities of our ProfitFocus platform, we offer bespoke learning programs that enhance operational efficiency, financial acumen, and human-centred leadership. With over three decades of collaboration with the automotive industry, our programs are not only theoretically sound but also practically relevant.

### Building the industry's most complete end-to-end career and performance development pathway

The Deloitte Automotive Development Pathway has been designed to change that. This integrated suite of programs creates a structured, end-to-end development pathway across the full dealership ecosystem – from foundational capability building, through to performance uplift, leadership development, and executive-level strategic mastery. It provides individuals and organisations with a clear view of how talent can be developed, accelerated, and retained within the industry they choose to build their careers in. Importantly, this is not a series of standalone programs – it is an inter-connected system – designed to develop capability at every level of the dealership, while creating a tangible progression pathway for ambitious individuals and future leaders.





## Why this matters

For individuals, this system provides clarity, direction, and opportunity – making visible the career pathways that exist within the automotive industry and equipping people with the skills to progress confidently through them.

For organisations, it creates a unified approach to capability development – aligning learning investment to performance outcomes, leadership readiness, and long-term talent sustainability.

For the industry, it represents something more fundamental: a step towards making the automotive sector a true employer of choice, with a structured and credible pathway for performance, growth and progression.

The Deloitte Automotive Development Pathway is a connected system designed to meet the demands of today, while preparing leaders for tomorrow. It brings structure to development, clarity to progression, and ambition to the future of automotive careers. Because the future of the industry will not only be defined by the vehicles it sells, but by the people it develops.

We invite you to explore our comprehensive suite of programs, each customisable to meet your unique needs. Together, let's accelerate your journey forward...



**Lee Peters**  
**Managing Partner**  
Deloitte Motor Industry Services



# Our design principles

## End-to-end career pathway design

Every program fits into a broader development journey, giving a clear view of how to grow from entry to executive.



1

## Data-led impact learning

We use performance data and benchmarking insights to shape targeted, high-impact experiences that deliver measurable outcomes.

2

## Industry-experienced facilitators

All program facilitators have deep, hands-on automotive industry experience – ensuring credibility and practical application.

3

## Integrated learning environments

We deliver across multiple learning channels – face-to-face, virtual, and online – to suit different styles and operational needs.

4

## Premium learning experience

We create high-quality, engaging learning environments, reflecting the value and purpose of your investment in the learner.

5

### **Personalised coaching support**

Through one-on-one coaching, mentoring, or buddy systems, we provide learners with the guidance and support they need.

7

### **Outcome-focused design**

Every module is built around achieving real-world outcomes – from improved performance to cultural uplift and commercial results.

9

### **Local and global learning**

We bring program design elements from our extensive global network, and apply real-world day-to-day on the ground understanding of your issues.

6

### **Customer-centric thinking**

At the heart of all our programs is a strong focus on customer excellence – because great business outcomes start with your customers.

8

### **Flexible and scalable delivery**

Whether you're a single-site operator or a giant organisation, our programs scale with you and can be tailored to your goals.

10

### **Passion for the industry**

Above all, we love this industry. Our programs are built with energy, optimism, and a shared belief in creating long, fulfilling careers.



#### **+ Nationally accredited integrated learning pathway**

In partnership with Western Sydney University The College, Deloitte offers a first-of-its-kind, nationally accredited automotive learning pathway through the Deloitte Automotive Leadership Program. This integrated offering brings academic recognition to industry-leading development, strengthening leadership capability and creating a structured, future-focused pathway for talent across the automotive sector.

# World-class learning environments

At Deloitte, we believe that transformational learning requires more than great content – it requires the right environment.

That is why our automotive learning programs are encouraged to be delivered within our purpose-built, world-class learning and collaboration spaces, designed specifically to elevate thinking, engagement, and outcomes.

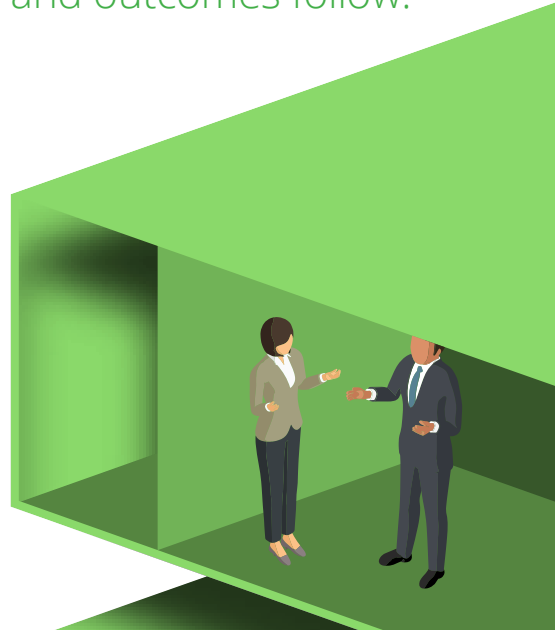
These environments are intentionally designed to take participants out of their day-to-day operational setting and immerse them in a space that is focused, modern, and conducive to high-impact learning. From executive breakout rooms to collaborative workshop spaces, every detail is built to encourage reflection, dialogue, and practical application.

Our learning spaces are located in all of our offices across Australia and New Zealand, and can provide a premium localised experience in all major business precincts. We consistently encourage our clients and partners to utilise these spaces as part of their learning journey – because stepping into a different environment creates the space to think differently, challenge assumptions, and accelerate development.

Importantly, access to these facilities is provided at our investment as part of our commitment to the automotive industry. This is not a commercial add-on, but a deliberate partnering in the success of our clients and their people. It reflects our belief in a shared responsibility to strengthen the industry and its position as a genuine employer of choice.

By opening our doors, we aim to do more than deliver training. We aim to create an experience that signals importance, elevates ambition, and reinforces the value placed on developing people.

Because when the environment changes, thinking changes – and outcomes follow.





# Career development pathway



## Executive Leadership Labs

One-day immersive experience



## Future Leaders Institute

High potential next generation development



## Academy of Excellence

Flagship development program



## Dealership Performance

Sales | Aftersales – The Pursuit of Benchmark Performance



## Dealership Fundamentals

New | Used | Finance | Service | Parts | Administration





### **Leading Automotive Enterprises**

Graduate Certificate in Management  
(22649VIC)



### **High Performance in Automotive Management**

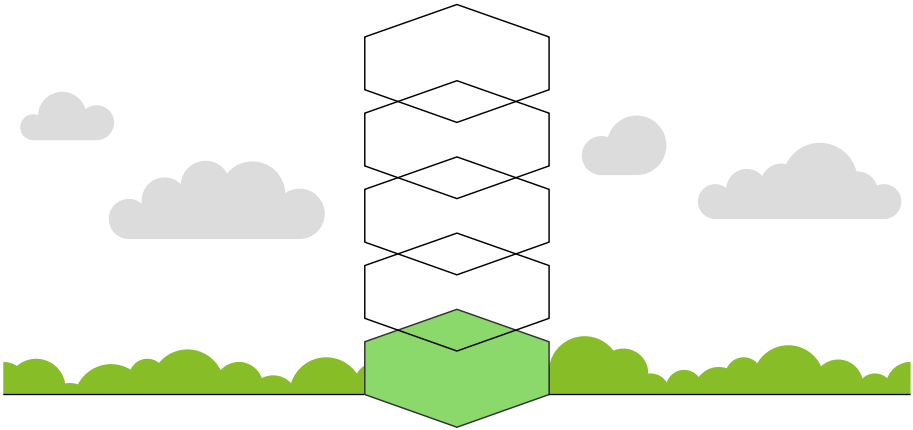
Diploma of Leadership & Management  
(BSB50420)



### **Automotive Management in Practice**

Certificate IV in Leadership & Management  
(BSB40520)

# Career development pathway



## Dealership Fundamentals

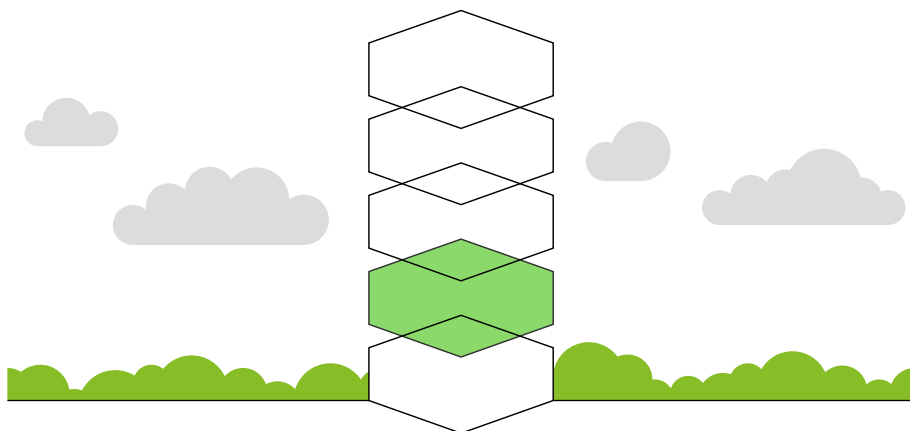
New | Used | Finance | Service | Parts | Administration

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Dealership Fundamentals is the foundation for understanding how a high-performing dealership operates from end-to-end.

These integrated programs are ideal for all dealership staff, no matter how long you've been within the industry, from early-career employees to seasoned veterans wanting to refresh and refocus, these programs offer critical insight into the roles, processes, and performance drivers that underpin a successful dealership – across both the front-end and back-end of the business.

Covering all key departments – from sales, finance, service, parts and administration – participants gain a clear view of how each function contributes to overall results. With a focus on customer excellence, operational discipline, and dealership-wide collaboration, Dealership Fundamentals helps build confident, capable team members who are ready to grow, contribute, and impact.



## Dealership Performance

Sales | Aftersales – The Pursuit of Benchmark Performance

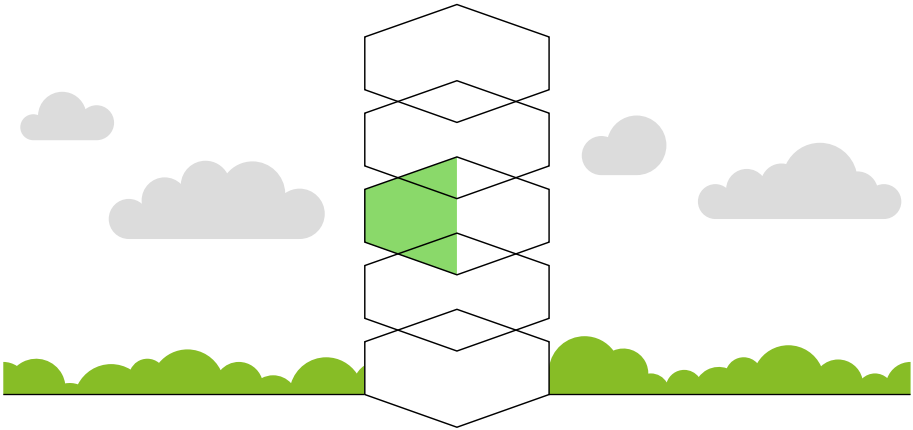
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Unlock your dealership's full potential with Deloitte's series of Dealership Performance programs – these are advanced training courses designed to elevate performance across every department.

Drawing on decades of industry experience, we focus on driving operational excellence, refining leadership capabilities, and enhancing team skill sets to deliver measurable, sustainable results. These programs are targeted training experiences designed to sharpen every aspect of your dealerships' talent engine.

They are tailored for the entire dealership, ensuring a unified, high-performing operation that's ready to meet today's challenges and tomorrow's opportunities. Whether you're looking to fine-tune processes, uplift culture, or boost profitability, the Dealership Performance programs are your pathway to high-impact outcomes across the business. Let's raise the bar – together.

# Career development pathway



## Academy of Excellence

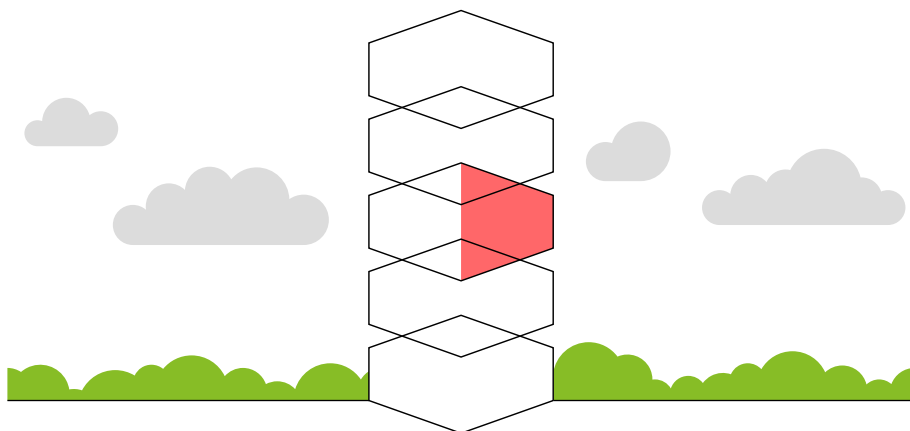
Flagship development program

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For three decades now, Deloitte's Academy of Excellence has been the flagship automotive development program, trusted by thousands of participants across Australia.

This premier course offers a comprehensive 'helicopter view' of what defines a high-performing, benchmark dealership operation. Focusing on the critical connection between operational excellence and the underlying financial dynamics, the program empowers leaders to drive sustainable performance improvements across all key impact areas of the business.

With deep industry insights and proven methodologies, the Academy of Excellence remains the undisputed gold-standard for organisations committed to elevating their dealership operations to new levels of success through the power of their teams. The Academy has been paramount to the development and elevation of many former, current (and future) leaders of the auto sector.



## Automotive Management in Practice

Certificate IV in Leadership & Management (BSB40520)



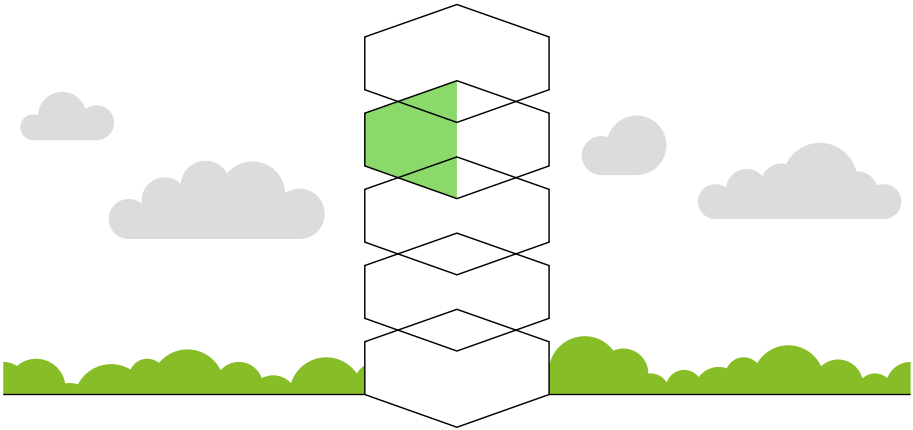
Designed specifically for rising managers in retail automotive dealerships, our Automotive Management in Practice program equips all levels of management and high-potential talent with the skills to thrive in an increasingly complex market.

Delivered in collaboration with Western Sydney University, The College, participants gain a nationally recognised 'Certificate IV in Leadership and Management' qualification, while developing practical capabilities across operational efficiency, financial acumen, customer experience, and people leadership. With a balance of theory and hands-on application, this program empowers managers to drive

performance, lead high-performing teams with confidence, and position themselves for future senior leadership opportunities within their operations and wider dealership network.

Imagine a world where all those charged with management responsibilities were upskilled and accredited to elevate the sector as a whole.

# Career development pathway



## Future Leaders Institute

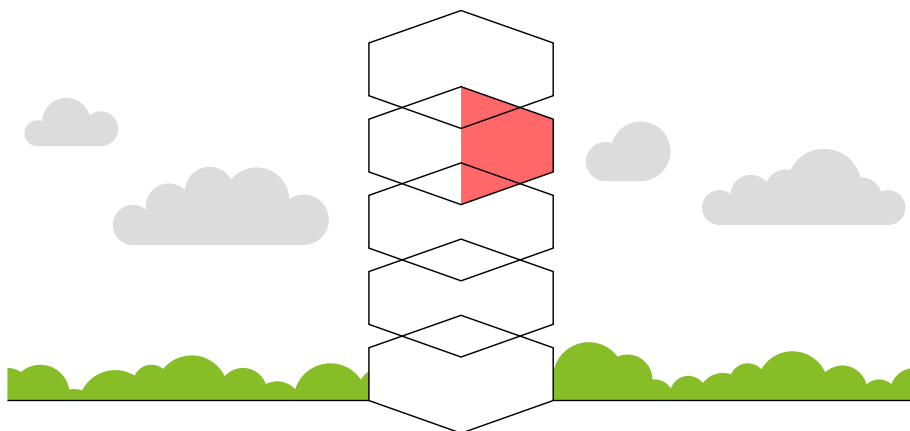
High potential next generation development

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The Future Leaders Institute is designed for high-potential talent within dealership networks who are ready to be challenged, stretched, and developed into the next generation of automotive leaders.

Positioned between foundational excellence and senior executive development, this program builds deep capability across operational performance, dealership best practice, and contemporary leadership. Participants are encouraged to think differently about how value is created today, strengthening their ability to diagnose and solve current business challenges, while building the mindset required to shape what comes next.

With a strong focus on commercial acumen, people leadership, and performance excellence, the program develops progressive, forward-thinking leaders who are ready to step confidently into broader responsibility across the business.



## High Performance in Automotive Management

Diploma of Leadership & Management (BSB50420)

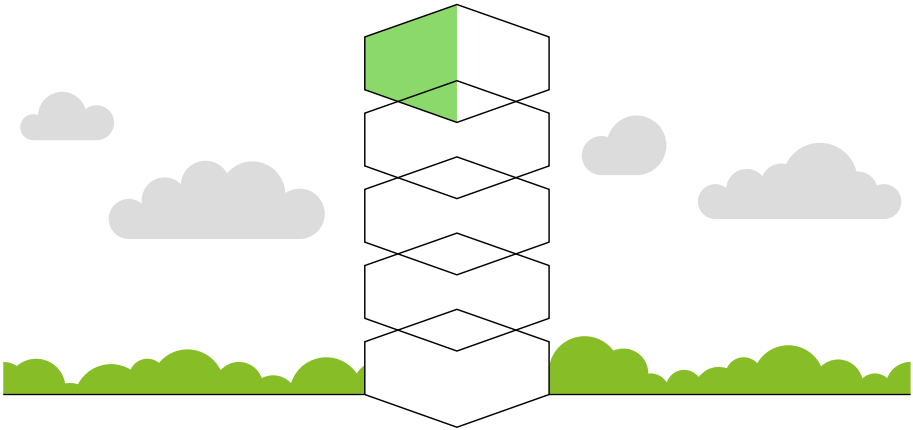


In partnership with Western Sydney University, The College, Deloitte proudly delivers the High Performance in Automotive Management program, which delivers participants a 'Diploma of Leadership and Management'.

This is a nationally recognised qualification designed to shape the next generation of industry leaders. This program blends academic excellence with real-world application, equipping high-potential individuals with the critical thinking, strategic leadership, and people management skills required to thrive in senior roles.

Tailored for future leaders across the automotive sector, the course combines Deloitte's industry expertise with nationally recognised accreditation to deliver a powerful, career-defining experience. For organisations ready to invest in tomorrow's leadership today, this is a mark of commitment – and a catalyst for transformation.

# Career development pathway



## Executive Leadership Labs

One-day immersive experience

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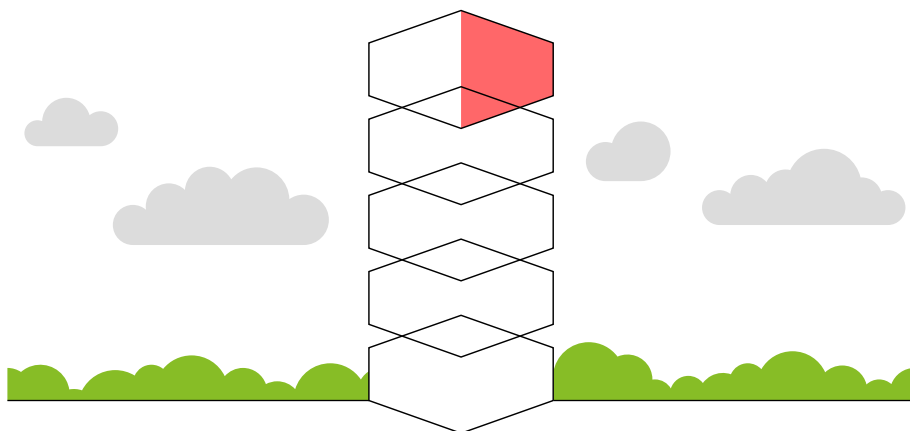
The Executive Leadership Labs at Deloitte are a one-day immersive experience designed to help senior executives thrive in their roles and lead with impact.

Beginning with the premise that you want to make a meaningful difference, the day focuses on defining what that impact looks like for you, in terms of leadership outcomes and the legacy you want to create.

The Lab then shifts into a structured exploration of how to bring that vision to life. Effective leadership requires a long-term perspective connecting personal intent with organisational direction. Participants align where they want to go with where the business needs to be, enabling clearer prioritisation of

actions that advance the broader strategy. The experience provides a practical framework to reflect on leadership dimensions that will most influence success. Through structured discussion and facilitated insight, participants examine alignment between stakeholder expectations, organisational priorities and their own leadership legacy.

The day culminates in a tailored 180-day leadership plan – focused, practical and directly linked to priorities identified during the Lab. This ensures participants leave with a clear focus for delivering meaningful impact.



## Leading Automotive Enterprises

Graduate Certificate in Management (22649VIC)



The Leading Automotive Enterprises program is designed to elevate senior dealership leaders into well-rounded executives, equipped to navigate the future of the automotive and mobility landscape.

Combining advanced leadership development with post graduate components, the program challenges participants to broaden their strategic thinking, sharpen commercial decision-making, and strengthen people leadership. With a focus on adapting to industry disruption and leading transformation, executives will gain the confidence and capability to drive sustainable growth across their business.

At completion, program participants will earn a Graduate Certificate in Management from Western Sydney University, The College, and be eligible to apply for credit towards an MBA. This program empowers today's leaders to become tomorrow's visionaries in an evolving retail dealership landscape.

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