

# WORKSHOP MANAGEMENT PROGRAM SCHEDULE

FRIDAY 9 JUNE 2023			
TIME	SESSION TITLE	SPEAKERS	ROOM
9:00 - 10:00	THE AUSTRALIAN AUTOMOTIVE AFTERMARKET - 2023 AND BEYOND	Stuart Charity - CEO, AAAA David Fraser - Group CEO, Capricorn Society Rod Camm - CEO, MTAQ Wayne Bryant - CEO, GPC Asia Pacific	SR1
10:00 - 11:00	THE RACE TO FIND AND KEEP TOP TALENT IN YOUR WORKSHOP	Lesley Yates - Director of Government Relations & Advocacy, AAAA Peter Rogers - National Manager, Repco Authorised Service Ben Selwyn - Director, Fifth Quadrant Fred Molloy - MD & Registered Migration Agent of AutoRecruiter & Connecting Migration Gabrielle Clift - Race Car Mechanic, Triple Eight Race Engineering	SR1
11:30 - 12:15	GROWING YOUR BUSINESS WITH GREAT RELATIONSHIPS	Jeff Smit - Technical Editor, TaT Peter Leonidis - Owner/Director, Leondis Automotive and The Garage Network	SR1
13:15 - 14:00	CUSTOMER SERVICE EXCELLENCE - THE POWER OF CONSISTENCY AND HOW TO ACHIEVE IT	Adele Coswello - Chief Customer Officer, mycar	SR1
14:15 - 15:00	EMERGING VEHICLE TECHNOLOGY - CURRENT AND FUTURE OPPORTUNITIES	Peter Rogers - National Manager, Repco Authorised Service Adrian Parkes - ADAS Solutions Australia	SR1
15:00 - 16:00	CYBERCRIME & DATA SECURITY - FROM RISK TO REALITY, WHAT YOU NEED TO KNOW	Leonardo Posanzini - Head of Tech and Services, GPC Asia Pacific Paul Jreige - Chief Technology And Risk Officer, GUD Holdings	SR1
SATURDAY 10 JUNE 2023			
TIME	SESSION TITLE	SPEAKERS	ROOM
9:00 - 10:00	HOW TO BECOME AN ENVIRONMENTALLY RESPONSIBLE BUSINESS AND WHY ITS ESSENTIAL	Joanne Hayes - Head Of Sustainability And Communications, Bridgestone Australia Mike Carnemolla - Owner/Director, 313 Automotive and The Garage Network Chris Mallon - General Manager Recycling Operations, ACM Parts	SR1
10:00 - 11:00	MARKETING - HOW TO ATTRACT THE RIGHT CUSTOMERS THROUGH A MAZE OF COMMUNICATION CHANNELS	Chantelle Lane - General Manager, Bapcor Specialist Wholesale Ty Osborne - CEO, BrainStorm Software	SR1
11:30 - 12:30	THE CUSTOMER OF THE FUTURE	Adam Pay - Managing Director, mycar Benjamin Ward - Managing Director, Supercheap Auto	SR1
13:30 - 14:30	HOW TO MASTER DIFFICULT CONVERSATIONS - TURNING DAILY CHALLENGES INTO TRIUMPHS	Craig Baills - Owner, Highfield Mechanical Emma Dalley - Solicitor, Industry Legal Group	SR1
14:30 - 15:30	A GREAT BUSINESS PLAN - AFTER MONTHS OF UNCERTAINTY IS IT STILL WORTH HAVING ONE? SPOILER ALERT - YES, AND HERE'S WHY	Duncan Boyle - Founder, Automotive Wealth Creator	SR1

# TECHNICAL TRAINING PROGRAM SCHEDULE

FRIDAY 9 JUNE 2023			
TIME	SESSION TITLE	SPEAKERS	ROOM
9:00 – 10:30	A STREAMLINED APPROACH TO DIAGNOSTIC DILEMMAS	Brandon Steckler – Technical Editor, Motor Age Magazine	M4
9:00 – 10:30	HIGH VOLTAGE BATTERY INSIGHTS	Jeff Smit – Technical Editor, TaT	SR2
9:00 – 11:00	HEV/BEV SAFETY, EQUIPMENT AND SYSTEMS OVERVIEW	Keith Minchin – Technical Trainer, MTAQ, Nigel Palmer – Technical Learning Officer, MTA	SR2
11:00 – 12:30	ADVANCED DRIVER ASSISTANCE SYSTEM OPERATION, SYSTEM LIMITATIONS AND THE CONSEQUENCES OF INCORRECT REPAIR	Darren Todd - Senior Technical Trainer – Bosch Asia Pacific Southeast Region	M1
11:00 – 13:00	DEALING WITH DIESEL – THE TRUTH ABOUT EGR'S, CATCH CAN'S AND COMMON DIESEL MYTHS	Clinton Brett – Owner, Diesel Help Australia	M1
11:00 – 13:00	PASS THRU TECHNOLOGY – WHAT YOU NEED TO KNOW	Clint Flower – Trainer, CoolDrive Auto Parts	M4
14:00 – 15:30	EXHAUST AFTERTREATMENT	Brendan Sorensen – Director, TaT	SR2
14:00 – 16:00	UNDERSTANDING VEHICLE COMMUNICATION PROTOCOLS AND FAULT TESTING	Ken Fendle – Trainer, CoolDrive Auto Parts	M4
14:00 – 16:00	THE IMPORTANCE OF USING AN OSCILLOSCOPE ON TODAY'S VEHICLES	Clint Flower – Trainer, CoolDrive Auto Parts	M1

SATURDAY 10 JUNE 2023			
TIME	SESSION TITLE	SPEAKERS	ROOM
9:00 – 11:00	HIGH VOLTAGE BATTERY INSIGHTS	Jeff Smit – Technical Editor, TaT	M1
9:00 – 11:00	THE IMPORTANCE OF USING AN OSCILLOSCOPE ON TODAY'S VEHICLES	Clint Flower – Trainer, CoolDrive Auto Parts	M4
11:00 – 12:30	PRESSURE WAVEFORM ACQUISITION AND ANALYSIS, FROM THE INSIDE-OUT	Brandon Steckler – Technical Editor, Motor Age Magazine	M3
11:00 – 12:30	ADVANCED DRIVER ASSISTANCE SYSTEM OPERATION, SYSTEM LIMITATIONS AND THE CONSEQUENCES OF INCORRECT REPAIR	Darren Todd - Senior Technical Trainer – Bosch Asia Pacific Southeast Region	M1
11:00 – 13:00	HEV/BEV SAFETY, EQUIPMENT AND SYSTEMS OVERVIEW	Keith Minchin – Technical trainer, MTAQ, Nigel Palmer – Technical Learning Officer, MTA	SR2
11:00 – 13:00	UNDERSTANDING VEHICLE COMMUNICATION PROTOCOLS AND FAULT TESTING	Ken Fendle – Trainer – CoolDrive Auto Parts	M4
14:00 – 15:00	HYBRID & EV TRANSITION - THE MECHANICS & INSIGHTS	Dickson Leow - General Manager, INFINITEV IM Group Joel Terpstra - Senior Engineer, INFINITEV IM Group	SR2
14:00 – 15:30	A STREAMLINED APPROACH TO DIAGNOSTIC DILEMMAS	Brandon Steckler – Technical Editor, Motor Age Magazine	M4
14:00 – 16:00	DEALING WITH DIESEL – THE TRUTH ABOUT EGR'S, CATCH CAN'S AND COMMON DIESEL MYTHS	Clinton Brett – Owner, Diesel Help Australia	M1