Experience
Assessment
Upgrade

Guidance Notes
Introduction

These guidance notes are designed to guide your through your Experience Assessment membership upgrade. They include practical advice about how to submit your application as well as suggestions of what to include to demonstrate your knowledge and experience.

The Experience Assessment method of upgrading allows you to use knowledge and experience that you have already gained throughout your career to meet the upgrade criteria. Formal study is not a requirement.

An alternative method to upgrading is through studying. Please see more information about which courses qualify [here](#).

You must be a member of the Chartered Institution of Railway Operators (CIRO) in order to upgrade your membership. If you are not a member, please find out more information about joining on the [CIRO website](#).

Personal Details

Before you begin, please check that your personal details are up to date by logging into your account. To do this you will need your Username and Password.

If you need a reminder of your Username please contact the Membership Team at [membership@railwayoperators.co.uk](mailto:membership@railwayoperators.co.uk)

If you need to reset your password, you can do that with your Username here. [https://iro.mkmaps.com/Account/ForgottenPassword/](https://iro.mkmaps.com/Account/ForgottenPassword/)
What to include in your Experience Assessment Application

Your application must include:

- POD sections knowledge & experience summary
- Annotated C.V.
- Additional evidence (optional)

POD Sections knowledge & experience summary
When completing your upgrade application, you will need to input written evidence of your knowledge and experience into all of the required POD sections.

Refer to the considerations for each level (beginning on page 5 of this document) for the POD section criteria.

Use the POD self-assessment tool for a breakdown of each POD section by looking at the Essential Knowledge Elements. Find a link to the POD in the resources at the end of this document.

Tips for completing your POD sections
Each section should be a concise and relevant summary that meets the evidence criteria of the POD section.

Keep information concise as key information can be lost or masked if there is too much irrelevant information.

Consider how much evidence is needed to cover the requirement for each section (30% for Associate; 50% for Member and 80% for Fellow) – the higher the membership level the deeper and broader your experience should be.

Demonstrate what you have done and why it is relevant. E.g. what happened in a role to give you relevant experience for the POD section.

If you are applying for a senior level of membership, don’t forget your more junior roles, especially when it comes to front-line customer experience. Also clearly highlight your international experience so that it is clear on your application.

Example actual projects/tasks that you have been involved in and look at what you have learned from those experiences and what you then may have changed going forward.

Don’t assume that by only listing your job role it is obviously covering the criteria. By just writing roles or tasks without explanation, you are missing an opportunity to explain why those roles or tasks are relevant. Ask yourself ‘So what?’ This may help you to explain the reasons why a task/project etc. is relevant to a POD section and the impact that it had.

Additional evidence
You can upload up to 5 documents that support your application.

This must include your annotated C.V.
Additional documents must relate to you personally and you must reference them in the POD sections to explain why they are relevant evidence.

Supplement your hands on experience
If you have some knowledge or experience gaps in a particular POD section or in international experience, then there are several ways that you can supplement this. See the suggestions below and remember to describe your findings, what you would implement and what that might affect.

Events and Webinars
There are a host of local and online events that you can attend as a member. These are mapped to the POD so it is easy to find an event to help bridge some knowledge gaps.

After attending the event, think about what you got out of it and what you have then considered going forward. Demonstrate this thought in your application.

Research and Reading
Research a topic or read up on a paper or policy but again, think about what you got out of it and what you have then considered going forward. Demonstrate this thought in your application.

Interview or Shadow a colleague or other operator
Ask to shadow or interview a colleague in a particular department to get an inside look into a particular specialism. As always, think about what you got out of it and what you have then considered going forward. Demonstrate this thought in your application.

Qualifications
If you have a relevant qualification, don’t just list the modules, explain how it relates to each of the relevant POD sections.

Remember that you are evidencing your own knowledge so when comes to any of your experiences whether direct experience or any of the additional learning, prove your knowledge by evidencing how you’ve put the learning into practice and what impact that has had.
Annotated Curriculum Vitae

This should be uploaded as one of your attachments.

Your C.V. is an important part of your application as it is a link between your career experience and the Professional Operations Development (POD) framework.

Going through your C.V. consider each responsibility or experience in light of the sections listed in the POD and mark your C.V. with a note of the number, or numbers, of the POD sections, if any, which it seems to cover. You can annotate the POD section numbers directly onto your C.V. or use the summary template in Appendix 1.

Your C.V. should include as a minimum:

Your Current Job Role

- Your current position and your responsibilities within your organisation
- The key objectives of the position that you currently hold

Your Railway Operations Career History

- Summarise your employment history
- Give brief details of all your previous railway operations roles: job titles, organisations, dates of employment, responsibilities and any other relevant information, including any notable achievements you consider should support your application
- Give details of your membership of any other professional bodies including the name, grade and post-nominal letters, date of election to the grade

Your Education and Training

- Describe university, college and school qualifications including grades and dates awarded.
- Full details of other professional qualifications (including name of the institution or awarding body and dates awarded).
- Briefly outline other courses and Continuing Professional Development (CPD) you have taken.
Considerations for Associate Applications

Requirements for Associate level

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Details</th>
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<tbody>
<tr>
<td>Minimum operators work experience required</td>
<td>Two years</td>
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<tr>
<td>Knowledge</td>
<td>Your own organisation and locality</td>
</tr>
<tr>
<td>Relevant POD Experience Required (dark orange)</td>
<td>Three sections to 30% competency</td>
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<tr>
<td>Plus one from (light orange)</td>
<td>5 or 7</td>
</tr>
</tbody>
</table>

Suggestions for Associate level

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>The level of thinking you should be able to give</td>
<td>Arrange, order, define, recall, list, name, relate/connect, describe, recognise, explain</td>
</tr>
<tr>
<td>How many personal examples per POD section</td>
<td>One example</td>
</tr>
</tbody>
</table>
Considerations for Member Applications

Requirements for Member level

| Minimum operators work experience required | Five years |
| Knowledge | Local, regional and national working knowledge |
| Relevant POD Experience | Eight sections to 50% competency |
| Required (dark orange) | 1, 3, 4, 5, 7 & 11 |
| Plus two from (light orange) | 2, 6, 8, 9, 10 or 12 |

Suggestions for Member level

| The level of thinking you should be able to give | Operate, choose, practice, demonstrate, solve, interpret illustrate, classify, appraise, critique |
| How many personal examples per POD section | More than one example |
Considerations for Fellow applications

Requirements for Fellow level

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Requirement Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum operators work experience required</td>
<td>Seven years</td>
</tr>
<tr>
<td>Knowledge</td>
<td>Local, regional and national and international working knowledge</td>
</tr>
<tr>
<td>Relevant POD Experience Required (dark orange)</td>
<td>Twelve sections to 80% competency</td>
</tr>
<tr>
<td>Plus</td>
<td>Three chosen sections from an international perspective</td>
</tr>
</tbody>
</table>

Suggestions for Fellow level

| The level of thinking you should be able to give | Appraise, calculate, contrast, distinguish, question, infer, predict, assess, rate, estimate rank and critique |
| How many personal examples per POD section       | Several examples                                                                      |
International experience
For Fellow level membership you must demonstrate international knowledge in three POD sections.

If you haven't worked outside of your own country, then there are a variety of other ways that you could meet this criteria.

For example, you may have worked on projects that have an international perspective or input. Remember to highlight how the experiences relate to the chosen three POD sections and what you have got out of it e.g. how it compares to your home country, similarities, differences, bring it back to the risks in your own business - improvement to be made/that you have made and the impact of it.
Submitting your Experience Assessment Application

1. Sign into your membership account here
   https://iro.mkmapps.com/Account/Login

2. Click on the “Membership Applications” button on the tool bar
   Your Membership Applications page will open up – click on the orange
   “Upgrade” button.
   Select the membership level you wish to apply for.

3. Summarise the details of your knowledge and experience in each
   relevant POD section.
   POD covers twelve areas which are grouped in four sections. Click on
   the “jump to:” drop-down list to navigate between the four pages.

4. Click the “Upload Evidence” button to upload your annotated CV and
   any other relevant membership application documents.
   Upload a maximum of five documents and ensure that all documents
   are personal to you and detail of why you have uploaded them should
   be written into the relevant POD section(s).

5. Click the “Submit Application” button when you have completed your
   application.
   The membership team will be in touch to confirm your application.

6. Your application will be reviewed and the membership team will
   contact you with any updates or additional information required. This
   process can take up to 3 months.
   Once your application is successful you will pay the £27.00 admin fee
   to complete the upgrade.

View the full user guide in Appendix 2
Our Membership Panel

Our membership panel is a sub-committee of the CIRO Board. Its job is to ensure valid and consistent assessment of applications to ensure the professional standards of the Institution are met in every case.

Drawn from the industry with a wide-ranging knowledge of all railway systems and specialisms on track and train, the membership panel consider each application both individually and collectively. Their recommendations are moderated by the CIRO Board and are subject to quality assurance activity by independent assessment experts.

Fees

<table>
<thead>
<tr>
<th>Membership Level</th>
<th>Annual Fees</th>
<th>Upgrade fee*</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard</strong></td>
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<tr>
<td>Affiliate</td>
<td>£36</td>
<td>N/A</td>
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<tr>
<td>Associate</td>
<td>£48</td>
<td>£27</td>
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<tr>
<td>Member</td>
<td>£84</td>
<td>£27</td>
</tr>
<tr>
<td>Fellow</td>
<td>£120</td>
<td>£27</td>
</tr>
<tr>
<td><strong>Corporate Member employees</strong></td>
<td></td>
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<tr>
<td>Affiliate</td>
<td>Nil</td>
<td>N/A</td>
</tr>
<tr>
<td>Associate</td>
<td>Nil</td>
<td>Nil</td>
</tr>
<tr>
<td>Member</td>
<td>£84</td>
<td>£27</td>
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<td>Fellow</td>
<td>£120</td>
<td>£27</td>
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<tr>
<td><strong>Concession</strong></td>
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<tr>
<td>Affiliate Retired</td>
<td>£18</td>
<td>N/A</td>
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<tr>
<td>Associate Retired</td>
<td>£24</td>
<td>£27</td>
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<tr>
<td>Member Retired</td>
<td>£42</td>
<td>£27</td>
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<tr>
<td>Fellow Retired</td>
<td>£60</td>
<td>£27</td>
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<tr>
<td>Student Affiliate</td>
<td>£18</td>
<td>N/A</td>
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</table>

*Upgrade fee payable upon offer of upgraded level.
## Member Distinctions

<table>
<thead>
<tr>
<th>Membership Level</th>
<th>Post nominal letters</th>
<th>Membership progression</th>
<th>Annual maintenance</th>
<th>Voting member</th>
<th>Code of Professional Conduct applies</th>
<th>Membership terms and Conditions apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affiliate</td>
<td></td>
<td>Associate</td>
<td>Voluntary CPD 16 hours minimum advised</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
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<tr>
<td>Associate</td>
<td>ACIRO</td>
<td>Member</td>
<td>Mandatory CPD 16 hours minimum advised</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Member</td>
<td>MCIRO</td>
<td>Fellow</td>
<td>Mandatory CPD 24 hours minimum advised</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Fellow</td>
<td>FCIRO</td>
<td></td>
<td>Mandatory CPD 24 hours minimum advised</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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</table>
Resources

**POD Self-Assessment Tool**
POD – downloadable version – see link below

**POD**
POD – app version – for more information see the [CIRO Website](#)

**Professional Recognition Brochure**
Learn more about professional recognition with CIRO

**CPD Guide**
Learn more about CPD including CIROs CPD policy.

**Events**
The Area Councils run events throughout the year. Many of these are relevant to various POD sections. For more information see the [CIRO website events page](#)

**CIRO TV**
Visit CIRO TV to watch recorded presentations, the videos are categorised by POD section so its easy for you to find content around a specific POD section. You must be logged onto the website to access CIRO TV.

**Publications**
Gain additional insight by reading up on the Operators Handbook or periodicals. For more information see the [CIRO website resources page](#)
Mentoring
Look for a mentor to help you to reach your upgrade goal and for other professional guidance. For more information see the CIRO website Mentoring Page

Course Brochure
Learn more about Railway Operations in one of CIRO’s various learning options.

Coming soon:
CIRO’s POD experience events are being developed to give members experience in one specific POD section by attending a structured event. Members will be able to use event attendance accompanied by a professional discussion as evidence in upgrading membership.

Contacts
Membership Co-Ordinator – Carolyn Hughes - membership@railwayoperators.co.uk
CPD Co-Ordinator – Fiona Banks – CPD@railwayoperators.co.uk
Membership & Engagement Manager – Kelly Marklove - kelly@railwayoperators.co.uk
Appendix 1 - Summary of experience against CIRO POD sections

Summary of experience against CIRO POD sections

You may use this summary chart to list the experience from your C.V. and indicate what level of experience (International, National or Local) you have gained in each relevant POD section. Expand chart as necessary. Alternatively, annotate this information directly onto your C.V.

Key: Int = international experience, N = national experience, Lo = local experience

<table>
<thead>
<tr>
<th>Employment Roles</th>
<th>Location</th>
<th>Duration</th>
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<tbody>
<tr>
<td>1.Emergency and Incident Management</td>
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<td>2.Performance Management</td>
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<td>3.Delivering Passenger and Freight Services</td>
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<td>4.Managing Safety</td>
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<td>5.Delivering Customer Service</td>
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<td>6.Operational Planning and Timetabling</td>
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<td>7.Train Movement and Control Services</td>
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<td>8.Rolling stock and Fleet Management</td>
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<td>9.Engineering, Maintenance and Renewal Management</td>
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<td>10.People and Change</td>
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<td>11.Railway Organisations Business Context</td>
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<td>12.Financial and Investment Planning</td>
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</table>
Appendix 2 - System User guide

Login: https://iro.mkmapps.com/Account/Login

Enter your Username & Password and click the Button

If you need to reset your password, you can do that with your username here. https://iro.mkmapps.com/Account/ForgottenPassword/

If you need a reminder of your Username, please contact the Membership Team membership@railwayoperators.co.uk
Upgrade your membership
1. Click on the button
2. Click on the button
3. Select the required membership level
4. Enter the details of your knowledge and experience in all relevant POD sections

5. Click on and drag & drop or browse for your annotated CV (an any other supporting documents) to upload
6. Navigate through the four POD groups via the drop down menu
7. Your application progress is shown here
8. Your application can be saved at anytime by clicking the Save button.

9. Click Submit Application when your application has been completed.
10. The status of your application can be viewed via your Membership Applications page.