From Student to Graduate to Tutor!

Each year, the institution celebrates right alongside our hard-working students as they graduate from our academic programme in Railway Operations Management with Glasgow Caledonian University (GCU).

Whether it be at Certificate, Diploma or Degree level, graduating from the programme signifies the end of a demanding, but ultimately fruitful period for our students. It also acts as the official end of their studies and presents the opportunity to ponder; what might be next for them?

CIRO utilise the opportunity to maintain contact with our students after they graduate, predominately as members of the institution. This has seen our graduates involve themselves with our area councils, area events, mentoring scheme, short courses but also by re-joining the academic programme as tutors. In the spirit of this, we are thrilled to confirm that two of our latest graduates have recently been approved as tutors by our academic partner GCU.

As graduates of the programme, our latest tutors will be able to empathise with the student experience of this course, which involves juggling both work and personal lives with academic study. They will join our already strong tutor team in delivering the academic programme to future students.

Our current tutor body conduct their tutor role whilst simultaneously working in the rail industry, utilising their industry knowledge and operational expertise to ensure a positive and productive learning experience for the students. The institutions’ latest recruits are no different.

Saleem Ali, Incident Controller at Three Bridges Rail Operating Centre for Network Rail, graduated from his BSc degree in Railway Operations Management with Glasgow Caledonian University (GCU). Saleem’s fellow degree graduate Samantha Fenwick also graduated from the programme alongside Saleem in 2021. During their studies, both Saleem and Samantha had to adjust to an online delivery of the programme in light of the COVID pandemic. Samantha reflected; “It was challenging at times, especially given the pandemic started part-way through the first year of the degree resulting in a swift migration to online tuition. I found being organised in setting aside time, setting dates and small goals helped me to see the progress I was making to maintain momentum and keep my motivation. We also had a great cohort that supported each other.”

Working with our lead tutors, the institution adapted tutorials that were originally planned for classroom-based delivery, to ensure students would still be able to participate in a collaborative way, online. Saleem felt that this worked well: “CIRO’s tutors did a really good job adjusting to the situation and provided a quality learning experience, despite the challenges.”

Having now graduated from the programme, Samantha reflects on her student experience with positivity whilst acknowledging the encouraging impact the qualification has had on her working life. “I feel it was well worth the investment, I have confidence working across different functions and with different operators because I understand context. I also feel it has supported my wider professional development in terms of business acumen.”

As he begins his transition from student to now tutor, Saleem shared similar views to Samantha when thinking back over his studies with CIRO: “I thoroughly recommend CIRO to anyone looking to pursue qualifications alongside their employment. I learnt a great deal and I’m looking forward to applying the expertise throughout my career.’ Saleem knows the importance of having good tutor support; “I’m very lucky to have the tutors that I did as they made the course intriguing even though it was online-based.”

Now, both Samantha and Saleem will be moving into the tutor role as a way of giving something back to the academic programme and being able to support current and future students. Samantha too admits that she is looking forward to starting this new challenge; “I believe that vocational and practical courses such as this can only continue to be relevant and beneficial if they have the right support from people within the industry. On a personal level I have always enjoyed training and coaching others and am really looking forward to working with future students to learn from their thoughts and experiences across the industry too.”

The tutor role is an essential one and will involve both graduates staying in regular contact with their assigned students, acting as subject matter experts and supporting learners through each module. Samantha and Saleem will be responsible for providing both formal and informal feedback to students across the programme, which in turn will help to ensure our students can one day join them as graduates of the programme.

Further information

Would you like to follow in the footsteps of Samantha and Saleem? Are you looking to challenge yourself and gain an industry specific higher education qualification? The next intake of our academic programme will launch in October and applications are now open. If you would like to discuss submitting an application, or would like further information, please contact learning@railwayoperators.co.uk.
Journeys in Rail

Career Profiles

The rail profession holds a broad spectrum of jobs, careers and specialisms. Every colleague has a role to play in making the whole system operate and delivering for the customer. CIRO have many resources to help you on the next stage of your career journey, from CIRO tools to identify areas for improvement, to upgrading your membership to show your range of knowledge as well as your professionalism and commitment to the industry.

Karen Duffy
Head of Operational Programmes

“Take every opportunity to learn and be proactive”

Career Timeline
Virgin Trains
• Head of Service Delivery
East Coast
• Head of Performance

Network Rail
• Area Customer Service Manager
• Seasons Delivery Specialist
• Scheme Project Manager
• Maintenance Protection Coordinator
• Area Network Access Planner
• Operational Planning Apprenticeship

Career Journey
Beginning her career in railway operations as an apprentice in operational planning, Karen preferred the routine and discipline of learning on the job over a conventional degree course. Being ambitious early on, Karen took every opportunity that presented itself and has kept moving forwards in different operations roles. Wanting to make a difference, Karen likes to dive into the role, generally taking the first year to understand it and the second year to implement improvements. Almost 10 years ago, Karen moved from Network Rail into TOCs, working as Head of Performance for East Coast. This led her to being Head of Service Delivery where she thrived in a role of “huge demands, huge rewards, working with real industry professionals. Find out about upcoming events, industry news and more.”

Getting On in Operations
After having great mentors and support herself, Karen’s advice is to get a mentor or buddy. They can help guide you to the things that you don’t know you need to know. Make opportunities for yourself, bang on doors, ask questions and show your willingness - work hard and deliver.

Do a variety of jobs and keep moving. Take the positives out of every opportunity, even if you did not enjoy it.

Most importantly, have the belief that you can succeed in operations.

Creating a Career in Operations
Take every opportunity and be proactive. Make time for learning to give yourself a good basis of knowledge. If you are starting your career, look at a graduate scheme or apprenticeship as these will help to nurture your development and open doors.

Fergus Heath
ETCS Operations Specialist
GTR

“If you are interested in something, ask if you can get involved.”

Career Timeline
Gosia Thameslink Railway
• Driver Training Safety and Standards
• Driver Training Simulator Manager
• Train Driver

Career Journey
Fergus began his career in the Police force but after several years he wanted a change and decided to follow his childhood passion into railway operations, as a Train Driver. From there he moved into Driver Training and Competence Management as a Simulator Manager where he trained and assessed drivers in rules, traction, operational risk, and new routes. Over time, Fergus became more and more involved with training. Alongside his Simulator Manager role, he also began to work with the operational safety and standards team.

He then took an opportunity which arose in the East Coast Digital Programme as an ETCS Operating Specialist within the signalling system. Fergus loves the technical elements of this position and works closely with an engineering colleague to bridge the gap between engineering and operations to ensure that what’s being designed will work in practice.

Getting On in Operations
Finding opportunities and having exposure can be difficult in a role like a train driver, where you are not in a head office, so keep an eye out, make yourself available and if you are interested in something, ask if you can get involved. Be proactive, approach line managers and seek out opportunities for secondment.

Looking back, one of the challenges faced by Fergus was that some wondered if his shorter years of experience would hinder him, however this didn’t stop him from pursuing new challenges, knowing that he could serve the company more effectively in a different role.

Creating a Career in Operations
Have a go. Go and apply, see what’s out there and what takes your fancy. Don’t assume that the role that you enter rail operations in has to be your role for the next 35 years. Be aware that there will be opportunities to do other things, but it’s up to you to pursue them.

Kim Bucknell
Head of Customer Service

“The customer experience is the responsibility of us all.”

Career Timeline
Greater Anglia
• Head of Customer Service
• Head of Revenue Protection

c2c/LTS Headquarters
• Driver Training Simulator Manager
• Ticket Office Supervisor D

Career Journey
Kim has been on the railway since she was 19. She wanted to make a difference and leading people is her ultimate passion. Kim enjoys learning how people work and seeing what makes them tick.

While working for c2c she moved from line management to strategic roles; spending her time working with customer insight and understanding the customers. Gaining experience of how the business can make a difference to the customer experience.

Kim then moved into a marketing and communications role which gave her an insight into how to attract new customers and how to retain them.

This gave her the opportunity to get strategic experience and taught her how to think differently, with more of an appreciation of the bigger picture.

Getting On in Operations
Be prepared to learn everything. Be keen to learn as much as you can.

Kim’s advice would be don’t be afraid of the unknown - that’s where you can get the best results.

Creating a Career in Operations
Learn all you can and don’t be afraid to take that move into something new if you are already in the business. If you are currently in customer services and thinking of moving to operations, then that’s brilliant, bring the customer focus with you into operations.

Rob Warnes
Strategic Development Manager

“You can achieve so much when you bring people together”

Career Timeline
Northern Trains
• Performance and Planning Director
• Planning and Programmes Director

Network Rail
• Performance and Planning Director

Arriva Trains
• Operations Manager

Railtrack
• Operations Interface Manager

British Rail
• Management Trainee

Career Journey
After completing a degree in electrical engineering, Rob began his career in signal engineering as a British Rail Management Trainee. After 9 years, Rob took his first operations role as Operations & Interface Manager for Railtrack. He wanted a role that would bring him closer to the passenger and the operational train service. In this role, he took on a big engineering upgrade project and he was determined to deliver the project to a high standard.

Rob was approached by a train operating company who asked him if he was interested in working in solely operations, which he was, and he subsequently started to work as Operations Manager at Arriva Trains Northern. This was quite a challenge, as he was an engineer who understood how to run a railway, but not from a pure operating point of view. Rob considered this a great opportunity to work and learn with a great team.

Getting On in Operations
You need to have commitment, a passion about what you believe in and enjoy coming to work every day. With that passion and commitment, you then want to be able to show your skills, ability and desire to go and try something new. Believe in yourself and believe in the railway.

The industry offers so many broad opportunities and you will always find something that meets with what you can bring to the industry.

Creating a Career in Operations
There are various apprenticeships and graduate training programmes in the industry across the TOCs, Network Rail and engineering companies, which provide a good opportunity to gain a holistic view.

Follow us on LinkedIn and Twitter to join our growing online community of rail industry professionals. Find out about upcoming events, industry news and more.
Do you want to inspire and shape the next generation of rail?

As a member of the Chartered Institute of Railway Operators, you’re part of the only Professional Institution with focus and specialism across the rail industry. Membership showcases your credibility and expertise while providing access to a wealth of resources and networking opportunities you need to stay relevant and excel in the industry.

To upgrade your professional recognition, CIRO’s online portal allows straightforward submission of your Professional Operators Development sections. Supporting evidence of knowledge and experience gained from your career can also be put forward, you don’t need formal qualifications.

The four membership levels, Affiliate, Associate, Member and Fellow are designed as career milestones and distinguish you as a rail leader. Professional recognition can also lead to more career prospects and opportunities.

It’s possible to apply for any level as there’s a choice within the rail industry. Membership showcases your credibility and expertise while providing access to a wealth of resources and networking opportunities you need to stay relevant and excel in the industry. It’s something we rarely take the time to reflect on, it made me feel tremendously proud.

Claire Volding, Member

“Not being a CIRO member meant that I missed an interview opportunity. I’d been an affiliate for a long time, and this was the indication that I was selling myself short by not upgrading my membership. I found the process to be quite enjoyable as it gave me the chance to consider my accomplishments in the rail industry and the knowledge I’ve developed. It’s something we rarely take the time to reflect on, and it made me feel tremendously proud.”

Golden Whistle Awards 2022

Rail industry colleagues were gathered on the 25th of February 2022, at the Marriott Grosvenor Square in London for the annual Golden Whistles Awards.

Now in its thirteenth year, the prestigious event celebrates operational excellence in the industry and is run by the Fourth Friday Club in association with Modern Railways and CIRO.

The event, which returned to an in-person format following a hiatus in 2020, was hosted by Dick Fearn, Former CEO of Network Rail, LNER and Hitachi. Sir John Armitt KCMG, OBE, FICE, HonFIET, President of the Royal Academy of Engineering, was the keynote speaker.

Further information

Following the success of the inaugural Rail Ops Conference in November of last year, CIRO will once again be hosting the free 2-day virtual event on the 14th & 15th of June 2022.

Open to anyone in Rail and supported by CIRO corporate members, the event is designed with career progression in mind. From expert industry speakers to specialist breakout areas, network opportunities, careers and further education guidance, the Rail Ops Conference has something for anybody who’s interested in building their knowledge and furthering their career in rail.

“This is an exciting event for those in the industry who value career progression and see the benefit of personal development.

CIRO CEO Fiona Tordoff said: “Guests will be able to take part in discussions, Q&A sessions and can review a wide range of specialist areas. We’re pleased to be hosting such an important event for the industry and must thank our corporate members for facilitating it through their sponsorship.”

All event content centres around the CIRO professional development framework (POD) to ensure that it is completely relevant and contributes directly to your CPD. Last year’s conference saw speakers from across the industry sharing their insights on topics from people development to operational planning and timetabling, sustainability in Rail to complete systems thinking and much more.

This year, we will have another exciting line up of expert speakers who will be sharing their unique perspectives on a host of topics currently facing the industry, and each will once again be mapped to the 13 POD sections. A free downloadable event planner will be available from the conference portal following registration that will help attendees’ self assess their own knowledge gaps and plan their experience to best utilise the event.

In addition to the event speakers, attendees will also be able to visit a range of specialist areas where they will have access to various CPD resources and be able to talk with expert representatives. These specialist areas include Network Rail, National Skills Academy for Rail (NSAR), Roles in Rail, Rail Academy, CIRO Academic Courses and CIRO membership. These areas will be live throughout the event with representatives on hand anytime across the two days.

What did last years attendees say about the event?

The major success of Rail Ops 2021 was the breadth and quality of the speakers and their presentations with an overall feedback score of 4.73/ 5 given by those who attended. This was also reflected in the reviews and recommendations of attendees.

“The frankness in describing practical problems and discussing them - without PR-speak - so that they were truly meaningful and will stimulate relevant thinking among members.”

“What a great couple of days Rail-Ops 2021 has been! Well done and thank you to CIRO and all of the presenters for putting together a varied and interesting conference agenda showcasing the many and varied aspects of railway operations.”

“An excellent conference. Really enjoyed dipping in and out between work jobs. As the videos are around for 6 months that’s also useful for CPD in your own time.”

With such an exceptional line of speakers and topics for this year, we hope to bring the same level of engaging, insightful and ultimately useful content for our 2022 audience.

Have You Ever Wanted to Write?

CIRO are starting a new initiative to help our members become writers.

A series of free courses will be made available, leading to institution publication and conference speaking opportunities.

CIRO are interested in sharing your operational knowledge with the membership and beyond into academia. Please register your interest with Learning and Development Adam Fenton. A no obligation webinar will be held before the end of June 2022.

Notice of the Annual General Meeting of CIRO

Notice is hereby given that the Annual General Meeting (AGM) of the Chartered Institution of Railway Operators with company registration number 07653652 and whose registered address is Beacon Building 2nd Floor, Stafford Enterprise Park West, Weston Rd, Stafford, ST18 0BF

As a member you don’t need to attend the AGM in person to have your say as you will be able to vote by post. The venue and date will be announced shortly on the events section of www.ciro.org.
CIRO are thrilled to congratulate the latest cohort of graduates of our Railway Operations Management academic programme, delivered in partnership with Glasgow Caledonian University.

For a second consecutive year and once again because of the pandemic, we weren't able to hold our Operations Management academic programme, delivered in partnership with Monash University. The aim of the five-day course is to provide background information on the key concepts of various elements of rail operations, and to include topics such as Performance Management.

The bulletin reports on the first delivery of this course, which took place at Three Bridges ROC in May 2022. Feedback from prior learners has been excellent, and the course has been well received. Feedback has been positive from prior engagement with the Rail Academy and the fact learners could add comments on being able to offer learning opportunities to its members of all ability levels and operational rail experience, regardless of whether they work in industry or academia.

The Ciro Bulletin is a key resource for those interested in the rail industry, and the reports on the trainings and courses provided by CIRO are particularly useful for those seeking to improve their understanding of the rail industry. The bulletin provides valuable insights into the latest developments in the rail industry, and helps professionals stay informed about the latest trends and opportunities.

Further information is available online for the Railway Operations Management programme to begin later this year. Please contact learning@railwayoperators.co.uk if you would like further information.

Monash University - First Delivery of Five-Day Short Course in Railway Operations Management

The institution previously reported our engagement with Monash University, who are thrilled to be working in partnership to deliver our five-day short course in Railway Operations Management. This will be delivered in partnership with the Institute of Railway Technology at Monash University on their Melbourne campus. The first in a series of this short course will be held from the 2nd-6th May 2022.

The aim of the five-day course is to provide background information on the key concepts of various elements of rail operations, and to include topics such as Performance Management.

CIRO has carefully selected industry professionals who have a wealth of experience in the rail industry. As trainers throughout the teaching week and working with Three Bridges ROC, CIRO's flagship courses, a detailed learning plan was put together to ensure new staff members would have the best possible start on their careers with the company. From their site at Three Bridges ROC, discussions were had around how CIRO could make the Pathways Programme “pandemic-proof” – with the online learning aspect designed to be entirely unaffected by any ongoing in-person restrictions. Rail Academy managers were created to ensure members can access their courses at any time, whether office- or work-from-home. Ideal for a time of uncertainty.

After a period of material co-creation blended with CIRO's flagships courses, a detailed learning plan was put together to ensure new staff members would receive the most from their learning. CIRO's detailed timeframe of completion, expectations and mutual support was agreed before the programme began welcoming its first learners.

New developments in the Pathways Programme were well-received. Feedback has been excellent. Across the 59 prior learners who have accessed Rail Academy, feedback has been overwhelmingly positive. CIRO created Rail Academy to ensure the rail industry, and the fact learners could add comments on being able to offer learning opportunities to its members of all ability levels and operational rail experience, regardless of whether they work in industry or academia.

The bulletin reports on the first delivery of this course, which took place at Three Bridges ROC in May 2022. Feedback from prior learners has been excellent, and the course has been well received. Feedback has been positive from prior engagement with the Rail Academy and the fact learners could add comments on being able to offer learning opportunities to its members of all ability levels and operational rail experience, regardless of whether they work in industry or academia.

The bulletin reports on the first delivery of this course, which took place at Three Bridges ROC in May 2022. Feedback from prior learners has been excellent, and the course has been well received. Feedback has been positive from prior engagement with the Rail Academy and the fact learners could add comments on being able to offer learning opportunities to its members of all ability levels and operational rail experience, regardless of whether they work in industry or academia.

The bulletin reports on the first delivery of this course, which took place at Three Bridges ROC in May 2022. Feedback from prior learners has been excellent, and the course has been well received. Feedback has been positive from prior engagement with the Rail Academy and the fact learners could add comments on being able to offer learning opportunities to its members of all ability levels and operational rail experience, regardless of whether they work in industry or academia.

The bulletin reports on the first delivery of this course, which took place at Three Bridges ROC in May 2022. Feedback from prior learners has been excellent, and the course has been well received. Feedback has been positive from prior engagement with the Rail Academy and the fact learners could add comments on being able to offer learning opportunities to its members of all ability levels and operational rail experience, regardless of whether they work in industry or academia.
Network Rail & CIRO Host ‘Roles in Rail’ Day

During March, Network Rail and CIRO worked together to host a Roles in Rail Day for around forty 2020 and 2021 graduates on the Network Rail Railway Operations and General Management scheme as well as some sampler apprentices.

Balancing work commitments and studying can often be a challenging aspect of any apprenticeship, especially in recent times with the challenges faced not only by the Rail sector, but across the board. Therefore, we have picked out just a couple of examples of what can be achieved with a commitment to personal development and can-do attitude.

George Browning
Train Service Manager, Southern Railway

After completing his level 2 and 3 NVQ in Engineering at college, George Browning began his CIRO Team Leader/ Supervisor Apprenticeship in 2019 through Govia Thameslink Railway. Despite the uncertainty of the pandemic which unfolded during his studies, George was able to complete his apprenticeship in June 2021, through perseverance and determination. The Portsmouth based 20-year-old was the youngest ever Train Service Manager in the network, after completing his level 3 Apprenticeship through CIRO.

Benjamin expanded on his CIRO experience: “During my apprenticeship, I learnt how a company leader influences the day to day business, skills and training requirements, potential progression routes, working hours and shift patterns, pay gradings, any employee benefits as well as crucial personal insights.

He now works as part of a Continuous Improvement and Strategic Management Team, where he supports and manages projects for both Network Rail and GTR that aim to improve how the railway is run, utilising the skills he gained from his Level 3 Apprenticeship through CIRO.”

Apprenticeship CIRO Masterclasses Launched

CIRO have launched a series of masterclasses this year designed to further support learners both during their apprenticeships and longer term, through their career journeys.

Specifically, the masterclasses have been created to provide leadership development support through a sequence of short masterclasses which focus on a particular topic, providing examples of good practice and an opportunity to share new ideas, challenge thinking and learn from each other’s experiences.

The content has been divided into five key development areas: You/Self, Innovation & Change, People & Culture, Career in Rail and Being Better Prepared. These areas are then further broken down into individual skills groups, which form the basis of the masterclass content.

Recent strategy and co-creation discussions between learners and stakeholders identified a need for more digital skills development. As a result, CIRO are partnering with a leading workplace IT and digital skills specialist to deliver several digital sessions to learners as part of the overall series.

So far, the early sessions have been a success and we hope to build on the content of the series going forward, evolving and adapting to the needs of the industry as necessary.

Spotlight on Apprentices

In this edition of the CIRO Bulletin, we wanted to shine a light on some of our wonderful apprentices for excelling both in their studies and their contributions in the real world to their organisations and the industry as a whole.

Erica Davies
Performance Improvement Manager (North West Route), Network Rail

Erica is thriving in her current role as a Performance Improvement Manager (North West Route) for Network Rail, after completing her Level 4 Apprenticeship in Passenger Transport Operations Management, as well as the Chartered Management Institute Level 3 Award in Principles of Management and Leadership and a Prince2 Foundation Certificate in Project Management.

Erica explains what she gained from the apprenticeship and how she applies this in her current role: “The apprenticeship provided me with an invaluable skillset that I’m now able to implement as a valued and productive member of the performance team. “Since starting the programme, my confidence has grown and my professional competencies have significantly developed, enabling me to help the business meet its future challenges.”

“I now possess a holistic view of the rail industry and it’s allowed me to better understand how to implement the Whole System Performance Model in Performance Improvement.”

Further information For more information on CIRO apprenticeships, visit www.ciro.org/apprenticeships or contact us at apprentice@railwayoperators.co.uk

Updated ‘Make Your Mark’ Personal Apprenticeship Journal Released

The Chartered Institution of Railway Operators (CIRO) exists to improve quality of railway operations. As such, apprentices with CIRO can expect the highest level of support in all aspects of their personal and professional development during their time with us.

The first edition of the Make Your Mark journal was launched February 2021 to extremely positive reaction across the industry. It was designed as an additional tool to support learning during and beyond the apprenticeship by supplying a range of useful templates and exercises to complement specific areas of learning for each apprentice.

The starting point of the journal asks the individual to document and take stock of their personal and professional development to date, reflecting on these milestones to understand how they will relate to future career development.

The second part of the journal is designed to help the apprentice articulate skills such as how to write a great CV, developing the self-awareness and self-knowledge they need to perform well at interviews.

The ‘Make Your Mark’ journal then takes the learner on a journey to explore and define their own personal goals by allowing them to reflect on their successes, identify their strengths and explore how to best communicate these in order to gain recognition as they continue to develop.

The new edition of the journal also includes a new module that has been created to provide leadership development support through five key development areas which are each broken down into five one-hour long workshops.

We hope that this latest edition of the ‘Make Your Mark’ journal is just the starting point for a useful tool for our learners throughout their time with us as the last proved to be.

Follow us on LinkedIn and Twitter to join our growing online community of rail industry professionals. Find out about upcoming events, industry news and more.

Chartered Institution of Railway Operators CIRO_UK
The Cryogenic Cleaning Approach

Olivia Mouter
North East Area Council

Members of the North East Area Council enjoyed a joint presentation from Professors Roger Lewis from the University of Sheffield and Rob Cummings, Seasonal Performance Improvement Manager from Northern, regarding their innovative Cryogenic Cleaning Approach. How the rail industry can use this to better enhance performance across the routes. Reducing line closures and cleaning schedules as there are possibilities for attaching Cryogenic Cleaners to passenger services. The presentation started off with an overview of current cleaning approaches to tackle low adhesion and their downfalls (i.e., Sand Blasting and residue) and how Cryogenic Cleanings, or commonly known as ‘Dry Ice’, can combat these downfalls. Roger Lewis took the council members through an explanation of how Cryogenic Cleaning works and the background of its research. Below you can see a simple explanation of the three-pronged Cryogenic Cleaning and some of its fantastic benefits.

Delivering a Brand-New Train Service

Phil Thickett
North East Area Council

The North East area council welcomed Amanda Clarke, Safety and Operations Project Manager for London North East Railway (LNER), to give a talk on the introduction of the new Middlesbrough Service. Amanda explained the new service had been in the planning process for a while with support from LNER, with funding from various stakeholders. She started the service introduction project in early 2021 with a progress plan showing stages of work which needed to be done. The talk focussed on the meticulous planning that went into the formation of the new train service. With several departments and their specialties needing consideration, the project was a testament to the quality of communication and teamwork shown. The team working on the new service had many challenges to overcome; could the train drive the route, would it fit platforms, would there be timetable clashes, how many staff would need to be trained about the new route, and would there be any fleet database complications, to name a few. The service was successfully launched on 13th December 2021. It commenced on time and with no problems, which was a great testing for Amanda and the team – a job well done. Following her talk, Amanda led an informative question and answer session with open, decisive answers well done. Following her talk, Amanda led an informative question and answer session with open, decisive answers to questions asked by members. The North East Area Council was pleased to hold such an informative and useful event for its members and would like to thank Amanda for giving her time to present the event.

Keighley and Worth Valley Railway Family Fun Day

Paul Snowden
North East Area Council

When we started to plan our first “in person” event after restrictions ended, we provisionally booked 20 places on the Keighley and Worth Valley Railway Family Fun Day. However, requests for places came pouring in, and 54 of us enjoyed our day out on 20th November. We were served tea and coffee as we set off into the heart of Brontë country. The line was also the location for the filming of the iconic ‘Railway Children’ film and has been beautifully restored and maintained by Midland railway stations.

We returned on the train to Keighley, where a tasty lunch of sandwiches and delicious home baked cakes was loaded on to our reserved coaches for us to enjoy as we headed back towards Oxenhope for the second time.

Members were then free to enjoy the array of workshops and activities put on by the railway. These included Oxenhope Carriage & Wagon Workshops, where members got the chance to experience what is involved in restoring a carriage, Haworth Loco Workshops, where the railway’s large fleet of locomotives is lovingly maintained, Ingrow Loco (Bahamas Locomotives Society) and Museum of Rail Travel (Vintage Carriages Trust) and Keighley signal box, which is part of a long-term project to be brought back into use as part of a re-signalling plan for Keighley station.

The day was very interesting with a good mix of things for both adults and children. We had some excellent guides from the railway, which, along with the good weather, made for a fantastic day enjoyed by all.
Representatives from the CIRO ANZ Council manned a stand in the exhibition hall where they were able to share information on the value that CIRO membership brings to individuals and organisations.

CIRO was also well represented in presentations and conference sessions across the conference with ANZ Council Members Steve Butcher FIRO (John Holland), Tilly Loughborough ACIRO (Metro Trains Melbourne) and Chris Carson (Keolis Downer) having slots on the conference program.

The highlight of the event was the CIRO sponsored session in the Jacobs Innovation Hub where Nigel Jenkins, ANZ Council Chair, facilitated an insightful discussion between CIRO members Steve Butcher FIRO, Tilly Loughborough ACIRO and Huw Bridges McIRO (Transdev) on how CIRO can help address the identified skills gap in the Australia and New Zealand rail industry.

When asked about the current landscape of rail in Australia and New Zealand, Steve said “I think it’s a really exciting time for the Australia and New Zealand rail industry. Not only said “I think it’s a really exciting time for the Australia and New Zealand rail industry. Not only...”

Huw added “One of the problems that I see is becoming is fantastic. We want to spread the word that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and understand how the operation runs so that