

# BULLETIN 49

THE BI-ANNUAL FOR MEMBERS OF THE CHARTERED INSTITUTION OF RAILWAY OPERATORS

May 2022

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A collection of  
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CIRO partnered with Network Rail to host  
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# 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 a Distinction just last year. He started by reflecting on his own Degree studies with the institution; "I was also able to virtually meet people that had backgrounds in different niche sectors within the rail industry such as Rail Economics. Unless you already have experience in these sectors, you wouldn't have the insights or understanding of each niche. The degree gave me the opportunity that I wouldn't usually have to compare responsibilities with individuals from the rail industry all over the world."

Saleem's fellow degree graduate Samantha Fenwick agreed that she too was looking to expand her knowledge across operations when she signed up for the programme, saying; "Having only had a few years under my belt in the rail industry, all in operations, I was conscious that I only had knowledge of working in my own silo, in one route, in one organisation. I wanted to gain a better understanding of the industry, as a whole, so that I could perform better in my day-to-day role due to that more systemic understanding of how things work and why. I also wanted to improve my business management skills to support future career progression."

Samantha works as a System Thinking Specialist for Network Rail and graduated from the Degree level of our academic 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



Sam Fenwick: 'Samantha works as a Systems Thinking Specialist for Network Rail'

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.



Saleem Ali 'Saleem pictured on the first day of his Degree studies with us at our 2019 course launch event in London'

## 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](mailto: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.

You may be considering your next step and there are countless roles that you can make an impact in. We have put together a collection of profiles from CIRO members from across the industry to inspire you and your career and show you what's out there.

CIRO have many resources to help you on the next stage of your career journey, from CPD 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.

You can view the full collection of profiles, including role profiles on the CIRO website.

**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 trains, real people and really making a difference."

**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 pro-active. 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



*"If you are interested in something, ask if you can get involved."*

**Career Timeline**  
Govia 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

abellio greateranglia



*"The customer experience is the responsibility of us all."*

**Career Timeline**  
Greater Anglia

- Head of Customer Service
- Head of Revenue Protection

**c2c/LTS Headquarters**

- Marketing Department
- Customer Insight Manager

**c2c/LTS Rail**

- Group Station Manager
- Ticket Office Supervisor D
- Ticket Office Supervisor A
- R01 Grade

**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.

Whilst 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
- Performance and Planning Director
- Service Delivery Manager

**Arriva Trains**

- Operations Manager

**Railtrack**

- Operations Interface Manager
- Design and Construction Engineer

**North West Re-signalling**

- Resident Engineer

**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 job, 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.







**What's holding you back from upgrading your CIRO membership?**

## Do you want to inspire and shape the next generation of rail?

As a member of the Chartered Institution 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 to excel in the industry.

To upgrade your professional recognition, CIRO's online portal allows straightforward submission of your Professional Operations 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 membership to suit you at any stage of your career.

We're pleased to hear from our members about their experience in upgrading, to help you decide the right route to membership for you.

### Rachel Heath FCIRO, Fellow

"I upgraded my membership to gain recognition in my area of work, I want other people to realise rail is a good career choice."



"The upgrade process was simple to navigate. I made sure my submission was detailed and relevant to each Professional Operators Development (POD) section."

"I'm often approached by colleagues to advise them on CIRO courses which I'm happy to do! It's helped to promote Operations as a professional choice within the rail industry."

"I'd recommend submitting your membership upgrade application, you've nothing to lose but a lot to gain. Membership through CIRO is a fantastic way of proving your professional worth and expertise."

### Andrew Cunningham, Member

"Upgrading your membership gives you the opportunity to enhance your career opportunities and salary prospects while strengthening your credentials. It demonstrates a commitment to self-improvement, discipline and work ethic, as well as the ability to undertake additional work in your own time."



### 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."

[www.ciro.org](http://www.ciro.org)

# CIRO Members on the 'Rising Stars' List

Passenger Transport recently teamed up with Tracsis Transport Consultancy to shine a light on the impressive achievements of 51 dynamic transport professionals.

It is fantastic to see so many CIRO members and graduates included on the 'Rising Stars' list. Having members across all sections of this list shows the breadth of innovation and professionalism across passenger operations within our institution and demonstrates CIRO members' contribution in driving the industry forward.

Alex Warner, Tracsis Transport Consultancy said, "Our rising stars are united by their contribution to keeping our customers happy and safe, and championing public transport at this crucial time."

## Trailblazers



**Thomas Bell**  
Innovation Manager  
GWR



**Jason Wade**  
FCIRO  
Head of Operations  
NORTHERN

## Inspiring Leaders



**Charlotte Whitfield** ACIRO  
Customer Experience Director  
arriva rail london



**Ruth Busby**  
HR Director  
GWR



**Tony Baxter**  
Director East Region  
NORTHERN



**Emma Hales**  
ACIRO  
Onboard Service Manager  
GWR



**David Kipling**  
Senior Manager - Rail Operations  
METROLINX

## Building a better future



**Oliver Craig**  
ACIRO  
Scheme Sponsor for the Redevelopment of Euston's Conventional Station  
Network Rail



**Simon Rawlings**  
ACIRO  
Service Delivery Manager  
Chiltern Railways by arriva



**Kemar Gilbert**  
ACIRO  
Fleet Strategic Planning Manager  
EMR



**Alan Riley**  
ACIRO  
Head of Stations  
LNER

## Obsessed with customer service



**Cariad Morgan**  
ACIRO  
Senior Information and Customer Experience Manager  
South Western Railway



**Peter Farnham**  
ACIRO  
Head of Customer and Performance, West Coast South  
Network Rail

CIRO would like to offer sincere congratulations to everyone on the 'Rising Stars' list and their remarkable achievements to date.

## Further information

You can read the full special report on the Passenger Transport website <http://www.passengertransport.co.uk/2022/01/51-rising-stars-in-passenger-transport/> or in the January 14th 2022 edition of Passenger Transport, page 24 onwards.



# 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 2021, was hosted by Dick Fearn, Former CEO of Irish Rail, with David Horne Managing Director of LNER the keynote speaker. Railfreight MD John Smith, Elizabeth Line Chief Operating Officer and CIRO Chair Howard Smith, Tricia Williams, Chief Operating Officer of Northern Trains and Network Rail's North West & Central MD Tim Shoveller also presented as part of a morning conference on operational issues.

**CIRO would like to congratulate all the deserving winners of this year's Awards, with the Golden Whistle awarded for best performance and Silver awarded for most improved:**

### Passenger Operators (based on On-Time Moving Annual Average statistics)

**London and South East:**  
**Gold:** c2c; **Silver:** South Western Railway  
**Regional:** **Gold:** Merseyrail; **Silver:** Northern  
**Long Distance:** **Gold:** Greater Anglia; **Silver:** LNER

### Freight Operators (based on Arrivals to Fifteen (A2F) measure)

**Gold:** Direct Rail Services  
**Silver:** Colas Rail

### Minimising Delay Minutes on Self (passenger and freight operators)

**Gold:** CrossCountry  
**Silver:** Freightliner Heavy Haul

### Network Rail Route (minimising delay minutes)

**Gold:** East Coast  
**Silver:** Wessex

### London Underground (based on the 'services operated all week' metric)

**Gold:** Northern Line  
**Silver:** District Line

### Irish Rail

**Right Time Punctuality:** **Gold:** Waterford  
**Minimising Delay Minutes:** **Gold:** Maynooth Commuter

### Outstanding Individual Operator

**Gold:** Adam Flint, Network Rail Wessex Route  
**Silver:** Sarah Higgins, West Midlands Trains

### Outstanding Operating Team

**Gold:** L2C OLE testing, EMR  
**Silver:** Chiltern Railways/West Midlands Trains Collaboration Committee

### Highly Commended:

Bristol East Junction Renewal Project Team; LNER Service Delivery Team; GWR Train Planning Team; Operational Delivery Team (North West and Central), Northern; East Coast Upgrade – King's Cross Team, Network Rail, LNER and Hitachi

### Special Award

Scotland's Railway COP26 team & Climate Train

### Lifetime Achievement Award

Gordon Pettitt



# 4 News & Events

## Rail Ops Conference Returns for 2022

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 within 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 07655952 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](http://www.ciro.org).

The AGM pack, including agenda and voting forms, are available for download, on our website at: [www.ciro.org](http://www.ciro.org).

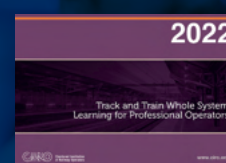


## Applications Open

*"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 Ali- Incident Controller, Network Rail. Degree graduate 2021.

Are you looking for your next challenge?  
Are you interested in expanding your whole system knowledge of Railway Operations?  
Apply for a place on our academic programme in Railway Operations Management



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



## Graduation 2021

CIRO is 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 usual public ceremonies where groups come together to celebrate their successes in person. The institution instead hopes to welcome all graduates from the last two years to a celebration event later this year.

We wish all our graduates across all three levels the best of luck in the future and look forward to continuing to engage with them as members of the institution.

**Warmest congratulations to all of our Class of 2021 graduates:**

### Certificate of Higher Education Railway Operations Management

Fasola-Williams Abdul-Wahab\*\*  
Sara Ashmore Barrios  
Thomas Barry\*\*  
Tara Best\*\*  
Thomas Jack Blackledge\*  
Joseph Brophy  
Craig Brown  
Hollie Brumpton  
Stuart Dominic Burchett  
Ruth Busby\*  
Ella Cameron  
Thomas Robert Campbell  
Michelle Alice Carter  
Steven Cheng  
Alan Henryk Crawford  
Douglas Cringles\*\*  
Harriet Dinkle  
Jessica Mae Edwards  
Máedóc Mac Con Ellis\*  
Deborah Farmer  
Bryan Fernandes  
Alexandra France  
Joanna Galloway  
Jake Gear  
Matt Gormer  
Sophie Grieves\*  
Stephen Hanrahan  
Dean Hatwell  
Steven Ho\*  
Anthony Sutherland Holroyd\*  
Daniel Hopkins\*  
Alexander Hunt  
Mechelle Lindsay Hunter  
Luke Jermy  
Shanmukh Khanna  
David Giorgio Leonardi\*  
Alice Marsh\*  
Amanda Jane Marshall  
Jade Matthews\*\*  
Keri Mcanulty\*  
Shelley Mcguigan \*\*  
Rachael Anne Mckenzie  
Nicola Melling

Gena Merritt  
Sharon Millar  
Benjamin James Minett\*  
Lawrence Mortimer  
Alfie William Neathery  
James Kenworthy Owen  
Leigh James Parslow  
Muhammad Yusuf Zuber  
Peerally  
Michaela Lee Pretorius\*  
Thomas Joseph Randall  
Harry Riley  
Scott Fraser Ritchie  
India Russell\*  
Shannon Scivier  
Frances Sugrue  
Leslie Urban Vaz  
Joseph Walden  
Craig Alexander Watson  
Joseph Whitton

### Diploma of Higher Education in Railway Operations Management

Mary Browne  
John Burke\*\*  
Jack Burns  
Richard Byrne  
James Clarke  
Diarmuid Fisher  
Brian Hartnett  
Mark Herron  
Arthur Huchu  
Robert Jolley  
Nicola Laing  
Christine Lewsley  
Joseph Medcalf  
Cyril Naughton  
Andrew Nolan  
Mau Nteteka  
Daniel Payne  
Richard Peoples  
Jennifer Reilly  
Keith Shiggins  
Paula Smyth  
Isolde Stapleton  
Timothy Taylor

Ryan Wiltshire

### Bachelor of Science in Railway Operations Management

Nazir Ali  
Saleem Ali\*  
Jon Bunyan  
Mark Cawdron\*\*  
Nicholas Cooper  
Gary Corstorphine  
Matthew Crockett  
Peter Downey  
Samantha Fenwick\*\*  
David William George  
Nathan Goromonzi  
Stephen Hackett  
Timothy Hirst  
Jamie Kennard  
William Kettlewell  
Gary Legg  
Enda Lynskey  
Patrick Marshall  
Alex Mcfarlin  
Simon Moran  
David Mullervy  
Olubusola Olaitan  
Christopher Phillip Percival  
James Pettitt  
Darragh Reidy  
Simon Christopher Roberts\*\*  
Javier Sanchez Viejo  
Carys Rhiannon Thomas  
Oliver Robert Turner  
David Whiteway  
\* With Distinction  
\*\* With Merit

### Further information

Applications are now open for the Railway Operations Management programme to begin later this year. Please contact [learning@railwayoperators.co.uk](mailto:learning@railwayoperators.co.uk) if you would like further information.



## CIRO's Pathways Programme - Working with Three Bridges ROC

CIRO were approached by the management of Three Bridges ROC regarding the use of its Rail Academy online learning platform for a planned continuous stream of their new operational employees to the business.



This new influx staff was tasked with completing CIRO's Introduction to Rail Online Interactive Course, Rail Pro: 12 System Elements of Rail & a co-created bespoke Pathways Programme, with a view to using the knowledge gained to give them the best possible start to 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 was created to ensure learners can access their courses at any time, whether office-based or working-from-home. Ideal for a time of such uncertainty.

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

Each new starter at Three Bridges ROC were given a virtual induction to the programme within their first couple of weeks of their new roles by CIRO staff. Each induction was held on a one-to-one basis with each participant, with a demonstration of the online learning system, the course content, and an opportunity for the learner to ask any questions relevant to their participation on the programme.

CIRO are this week welcoming its 60th and 61st Three Bridges ROC member of staff on to the Rail Academy Pathways Programme.

Danny Stafford, CIRO's Industry Engagement Operations Manager sat down with Tim McCarthy, Senior Lead Training & Support Services of GTR to discuss how the programme has worked for the business and their new starters to the programme.

### Why did you choose Rail Academy for this particular learning requirement?

"The fact Rail Academy is so unique within the rail operations industry. What CIRO had created as an online learning offering was exactly what we were looking for – it was a step beyond anything we had seen offered anywhere else. The trust I had in CIRO from prior working relationships was also a huge factor in the decision to work on this together."

### How did you find the initial engagement with the Rail Academy team?

"Extremely positive. From first contact, myself and Danny struck up a great working relationship. Every proposal made from our end was discussed, created, implemented and delivered on promptly. Having already experienced only

positive outcomes from prior engagement with Fiona Tordoff and Tina Morris on previous Apprenticeship delivery, this wasn't a surprise."

### How did the Pathways Programme match the requirements you had for your new staff?

"It would have been very easy to put together any generic induction programme for our new starters, however the important element to us at Three Bridges was to ensure aspects of the entire rail operations sector was incorporated into this initial period. Specifically, the Operators Handbook element coupled with Rail Pro. This was ideal and brought to life what it was we were trying to achieve from our induction period for the new starters. Add in the ease of being able to track learner progress within the courses on Rail Academy and the fact learners could add their completion certificates to our in-house CRM system automatically, the programme ticked all of the boxes."

### What feedback have you had from your staff who have completed their Rail Academy learning?

"Across the 59 prior learners who have accessed Rail Academy, the feedback has been excellent. Having integrated control across the entire ROC, personal and professional development has been extremely well received. Feedback has been astounding and this shows in the fact we were subsequently shortlisted by the Learning and Performance Institute Awards for this collaborative onboarding programme."

As a membership organisation, CIRO prides itself on being able to offer learning opportunities to its members of all ability levels and operational rail experience. From those who wish to complete Apprenticeships (Levels 3 through 5), to those who wish to complete Academic qualifications (Levels 6 and up) as well as those who wish solely to improve their understanding of the rail operations sector to perform with a higher level of industry knowledge in their role.

Incorporating the level of learning necessary for new starters to the industry is imperative. CIRO created Rail Academy to ensure the rail operations sector continues to put staff training and continuous professional development at the forefront of what it does. The bespoke nature of the Pathways Programme and Rail Academy itself has proven itself an extremely valuable asset for the team at Three Bridges ROC, ensuring the best possible start for their new staff joining the business.

CIRO are looking forward to continuing their relationship with the team at Three Bridges ROC going forward and maintaining a collaborative relationship with their training needs.

## 2022 Course Guide Out Now

The latest CIRO course guide is now available in hard copy or digital. In it you will find everything you need to know about our learning opportunities, apprenticeships, courses and qualifications, which have been created specifically to respond to the needs of our industry.

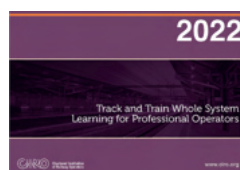
The brochure contains all the detail potential learners could need on:

- CIRO's Railway Operations Management academic programmes
- Our Academic partner - Glasgow Caledonian University (GCU)
- Level 3, 4 and 5 apprenticeships

- Student testimonials
- Details of CIRO Rail Academy
- Free Learning
- Mentoring
- CIRO area councils
- Fees and Funding options

Whether you have a course in mind or are just looking for more information on any of our learning opportunities, please do contact a member of our Learning & Development team who will be happy to help you.

Download your Course Brochure at [www.joom.ag/sZel](http://www.joom.ag/sZel)

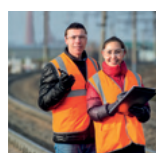


## Operators Handbook 4th Edition Out Soon

The fourth edition of the Operators Handbook is currently in development and is due to be launched by the end of 2022.

A comprehensive review of the handbook has been underway, including feedback from industry stakeholders, as our team look to update and refresh the operator's 'bible' once more.

The book uses the Professional Development Framework (POD) as its basis so that the learning in each chapter can



be furthered through the courses available through CIRO. It is intended to be useful to all levels of railway operators from beginners to experienced operators, from those not in supervisor or managerial positions, to those running railway operation businesses.

The book will be available in December, so if you would like to place orders in bulk for your organisation, please email [railacademy@railwayoperators.co.uk](mailto:railacademy@railwayoperators.co.uk). The price for members is £25 and there will be discount available for orders over 100 copies.

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



The institution previously reported our engagement with Monash University, who we are thrilled to be working in partnership with 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 delivery of this short course will take place 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 railway operations and will include topics such as Performance Management,

Signalling & Train Control and Operational Safety & Standards.

Each day will offer delegates the opportunity to self-assess their current understanding of the topics, reflect on the learning they have gained and how they can apply this back into the workplace. Case studies and group work will be used as key tools throughout the week to promote student collaboration and networking. We are also pleased to confirm guest attendance of several senior rail figures during the teaching week.

CIRO has carefully selected industry professionals who have a wealth of experience in Railway Operations to act as trainers throughout the teaching week and we very much look forward to our first delivery later this year.





## 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 signaller apprentices.

Held at Network Rail's Westwood training centre in Coventry, the aim of the day was to give students first-hand insight into various roles within Network Rail and TOC's as they begin to make important decisions about their future careers. To achieve this, twenty current employees from both Network Rail and TOC's were invited to talk about their specific roles and responsibilities within their organisation. A wide variety of professionals attended to give the students a view of the wide spectrum of roles available to them in their future careers, including station managers, signallers, LOM's, MOM's, route controllers, drivers, operations director and incident controllers.

Organised into small groups, the students were able to spend around half an hour with each presenter, who talked about their personal career journey to date and their current role. They gave valuable first-hand information on their day-to-day activities, skills and training requirements, potential progression routes, working hours and shift patterns, pay gradings, any employee benefits as well as crucial personal insights



based on their own experiences to date. A short question and answer session with each speaker also allowed for the Graduates and apprentices to gain answers to any specific questions they had relating to various individual roles.

Tina Morris, CIRO Apprenticeship Teaching & Learning Manager, who was involved in organising the event was delighted with the outcome for the students.

"We had a fantastic day and the feedback showed that the attendees really appreciated the time and energy given by the role holders. The attendees were amazed by the variety of interesting roles and career pathways available in rail, and greatly appreciated the inspiring insight from people who are building brilliant careers."

Following the success of the event, CIRO and Network Rail will be working to make the Roles in Rail Day an annual event which can give real valuable insight to the graduates and help them make informed decisions on their futures at this pivotal juncture in their careers



## 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 aspects 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 build practical 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 the newly launched 'CIRO Masterclasses' series which have 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 as useful and convenient a tool for our learners throughout their time with us as the last proved to be.

## 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.

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 the youngest ever Train Service Manager at Southern Railway Ltd. George's studies with CIRO have allowed him to learn the essential skills needed to succeed in his career.

Describing his experience of the apprenticeship, his current role and future aspirations, George said: "I've already told friends who were interested in a career change to apply, as without the opportunity, I wouldn't have reached such an important role so soon. It is the best way to get into the industry and will open doors to a lifelong

career. Looking to the future, I would definitely consider CIRO to further my career again"

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



Erica Davis 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 has 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 wholistic view of the rail industry and it's allowed me to better understand how to implement the Whole System Performance Model in Performance Improvement."

### Benjamin Cowdell Joint Project Manager for On-Time Performance Improvement - Network Rail & Govia Thameslink Railway (GTR) Limited



CIRO Apprentice Benjamin Cowdell has been employed as Joint Project Manager for On-Time Performance Improvement at Network Rail (NR) and Govia Thameslink Railway (GTR) since June 2021, following successful completion of his apprenticeship.

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.

Benjamin expanded on his CIRO experience:

"During my apprenticeship, I learnt how a control centre reinforces a busy railway network, involving a mixture of local and inter-urban rail services covering London, the South Coast and Hertfordshire, Bedfordshire and Cambridgeshire."

"The Level 3 Team Leader/ Supervisor Apprenticeship helped me to develop personal and professional attributes that I could take forward to improve methods to manage the competency and confidence of control staff through the creation of high-quality route packs for training and assessing members of staff."

"The Apprenticeship also provided a useful and frequent reflective channel by which I was able to hold myself accountable to the behaviours and skills expected of a team leader." These are just a few of the many wonderful examples of driven, hardworking young professionals we see regularly on the CIRO apprenticeship programmes. It is reassuring for us to see that the next generation of the railway workforce contain examples such as these.

## 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, throughout their career journeys.

Specifically, the masterclasses have been created to provide leadership development support through a sequence of sessions 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 CIRO and stakeholders identified a need for more digital skills development. As a result, CIRO are partnering with a leading workplace IT and digital skills specialists 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.



### Further information

For more information on CIRO apprenticeships, visit [www.ciro.org/apprenticeships/](http://www.ciro.org/apprenticeships/) or contact us at [apprentice@railwayoperators.co.uk](mailto:apprentice@railwayoperators.co.uk)



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.



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## A 60 Year Career in Rail

**Thomas Cox**  
North West and Wales Area Council

CIRO North West & Wales Area members were treated to an excellent presentation hosted by Jan Glasscock FCIRO, which covered his almost 60 years employment in the industry.



Jan spoke about all the major events and changes within the railway industry from Nationalisation in 1948, through to the present day. The topics included the 1955 Modernisation Plan, the Beeching Cuts, Electrification, and Privatisation. He illustrated how post-Second World War railway history had brought the industry to where it stood today ahead of the present Government's introduction of Great British Railways and the renationalisation of the railway. He set the historical events and their ramifications against his own distinguished career, which continues today in a consultancy role.

He proceeded to deliver an entertaining and thought-provoking presentation, which was enjoyed by all those present. Delivered in 'conversational' style, his talk allowed questions to be asked throughout, and this enabled his audience to genuinely participate in a very informative discussion. On behalf of the CIRO North West Wales Area Council, and those members who attended, we would like to thank Jan for providing such an excellent 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 to do 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.



## Area Council Events Roundup

Since the last Bulletin, our webinar events have covered a great range of topics with a plethora of presenters and industry experts. We have hosted talks ranging from heritage railways to launching brand new train services, from rail safety to challenges posed by large scale events, and many more. The webinars have all been followed by some interesting and informative question and answer sessions with attendees and the presenters.

We have received some wonderful feedback from members who have attended our live events. We've featured some of the comments below.

*"Very informative talk and useful to record for CPD and POD!"*

**Yvonne Kerry**

*"These events are really useful as you can fit them around your day."*

**Mark Copeland**

*"One of my best evenings with CIRO."*

**Frank Margrave**

For those members who would like to watch our past events, most of our webinars are recorded and are available to watch in your own time via CIRO TV at [ciro.org/resources/ciro-tv](http://ciro.org/resources/ciro-tv). If you are interested in attending in the future, we host regular events, and these will be advertised by email and our social media accounts. Or you can always check our events page on [www.ciro.org/whats-on/](http://www.ciro.org/whats-on/) where you'll see a complete list of our upcoming events. Finally, if you have any suggestions about interesting topics you would like to see talked about, then please contact us at [cpd@railwayoperators.co.uk](mailto:cpd@railwayoperators.co.uk), we'd love to hear your suggestions.

CIRO is grateful to all the panellists who have shared their personal time with us to host these webinars and would like to extend our heartfelt thanks to all involved.

### Further information

Find out more about what's happening or learn more about your area, please visit [www.ciro.org/area-councils/](http://www.ciro.org/area-councils/)



## The Cryogenic Cleaning Approach

**Olivia Mouter**  
North East Area Council

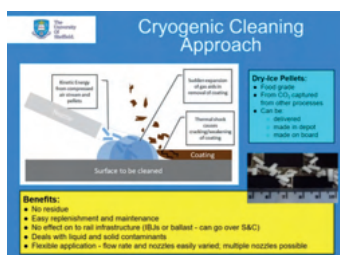
Members of the North East Area Council enjoyed a joint presentation from Professor Roger Lewis from the University of Sheffield and Rob Cummings, Seasonal Performance Improvement Manager from Northern, regarding their innovative Cryogenic Cleaning Approach, and how the rail industry can use this to better enhance performance across the route.

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 Cleaning, 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.

Roger and Rob spoke about the development process, from how it started as a small-scale twin disc and developed into the Northern Class 155 trial on passenger services, and how the speed has developed from 20mph to 60mph when working. The trial was conducted in March 2021 on a freight branch using Class 155's, which allowed development of the prototype for light continuous cleaning. Guests learned the various testing and monitoring methods and how these are showing very promising figures and results from the Cryogenic Cleaning.

The session ended with a lively Q&A from guests for both hosts. The CIRO North East Area Council would like to thank Roger and Rob for an engaging and informative session.



## 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 feeling for Amanda and the team – a job 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.



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For detailed information on upcoming area events visit: [www.ciro.org/whats-on](http://www.ciro.org/whats-on)



# 8 Areas

**CIRO Australia & NZ**  
Chartered Institution of Railway Operators

## CIRO at AusRail

Australia & NZ

**Ken Farms** CIRO

**ANZ Council - State Lead for Queensland**

CIRO made its debut at the AusRail Plus exhibition and conference held in Sydney from 28th February until 2nd March 2022.



AusRail Stand with ANZ council members

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 people coming into the industry. Not only because in the construction side and rail infrastructure services we are going to be

## AusRail PLUS

building railways, but [also] being part of an operational environment. The Chartered Institution of Railway Operators is able to expand on that knowledge, that skill set and best practice around the world in railway operations."

Tilly went on to say "In Victoria alone, the amount of projects and money being spent on infrastructure and what the new railway is becoming is fantastic. We want to spread that to people coming out of colleges and universities to get them excited about what the possibilities of career development can be. I think we can find that channel through the CIRO. We can provide that opportunity to link people in and make sure they know where they can make those connections and push them in the right way with the right information into roles that they may not otherwise have thought about, they may then be encouraged into those roles."

Huw added "One of the problems that I see is with some of the automated railways with much fewer staff, the staff are focused on

*"It was a pleasure to facilitate this session. There was a lively discussion between the panel members, and it allowed us to spread the word about benefits of CIRO membership."*

**Nigel Jenkins**  
ANZ Council Chair

customer service but it's still a railway and it still has railway operating issues and all of the people need to understand how the operation works together because, as we all know, railways are like an onion, we can peel back layer after layer of complexity, but you need to have staff who are knowledgeable and understand how the operation runs so that when there is an issue, they can address it correctly, take the right action safely and restore service, thereby delivering the customer expectation."

Speaking afterwards Nigel said, "It was a pleasure to facilitate this session. There was a lively discussion between the panel members, and it allowed us to spread the word about benefits of CIRO membership."

### Further information

Find out more about the ANZ council and watch the recent panel discussion from AusRail on our website [www.ciro.org/australia-new-zealand/](http://www.ciro.org/australia-new-zealand/)



## Coming Soon... CIRO Collaborate

Connect, Discuss, Develop.

Later this year, CIRO will be launching CIRO Collaborate, a collection of community interest groups available exclusively to members.

Collaboration is key to our membership group and is at the heart of what we do. Collaboration helps us power into new projects, work out what is wrong with legacy systems and helps us transition to better things.

Using CIRO's Sharepoint platform, we are developing a free space for all members to connect over shared work interests, collaborate on projects, and meet others with relevant interests from around the globe, meet colleagues and join in conversations.

It will give CIRO members the power to create their professional home. Topic-based text channels based around POD sections initially, give us an organized way to set up the initial talk areas. Members can take on that structure or suggest new group ideas. It's not a political site, it's a platform for collegiate questioning, searching, discussion and sharing and you can take part as much or as little as you want to whenever you want to. Remember though – that what you have in your head may be very useful to others so please stay on a little bit longer to give back!

The CIRO Collaborate initiative is in a short queue of digital enhancements back at the CIRO base and we hope to be able to launch it over the summer of 2022. We are excited to welcome members to join and engage with CIRO Collaborate so look out for updates on it's progress throughout the year!



AusRail Innovation Hub

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