Track and Train Whole System Learning for Professional Operators
CIRO is for you

CIRO is for individuals, teams and organisations wishing to further develop themselves in the profession of railway operations.

As a newly recognised Chartered Institution, one of CIRO’s main motivations is to facilitate professional development for those working in railway operations and there are many ways in which we do that. Whatever commitment you are ready to make, we have something to offer.

Our academic programme recognises both previous qualifications and industry experience when deciding which is the best starting point for you, giving all those within the industry the opportunity to gain an academic qualification.

We also offer English apprenticeships standards at levels 3, 4 and 5 which are all contextualised for rail, allowing those enrolled to experience a blend of face to face and online learning whilst enhancing the knowledge, skills and behaviours that are essential for today’s industry.

Rail Academy is our bespoke online training academy that has you in mind. With a choice of fully customisable CIRO flagship training programs, the offering can be adapted to meet your specialised learning goals.

We want all operators to feel that access to learning resources, as well as their fellow professionals, is realistic. That’s why we also offer free learning opportunities, as well as access to our mentoring scheme for all CIRO members.

This brochure summarises our offering and provides key details for you to review and consider. Whether you see something you want here or not, please do contact a member of the team who will be happy to help you, as well as answer any questions you might have.

We are here to support you and have a genuine interest in doing so.

Fiona Tordoff
CIRO CEO.

www.ciro.org
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Why study with CIRO?  
- just ask our students apprentices

Mateusz Wolski  
Degree, GTR:  
“I want to progress into operations management, I want to move up.”

Ingrid Norman  
Certificate, Network Rail:  
“I want to learn more about rail operations.”

Simon Moran  
Degree, Serco Middle East – Saudi Railway Company (SAR):  
“Serco SAR  
I would like something that can demonstrate how far I’ve come in my career. I was really pleased that my experience really supported my ability to come onto the Degree course.”

Maro Sakpere  
Certificate, GTR:  
“I am hoping to utilise what I gain from this course where I’m currently working and make a decision to which route I want to go down.”

Mary Browne  
Diploma, South Western Railway:  
South Western Railway  
“I want to learn more about other aspects of the railway that I don’t already know about. I’m particularly looking forward to the customer service module, as I have worked in that area before.”

Diven Hirani  
Degree, Network Rail:  
“Working shifts, that was a huge worry for me but seeing the schedule I don’t think it will be an issue. I think there’s enough time for you to self-learn and it’s giving us enough notice for me to actually rearrange some of my shifts if I need to, to make myself available for the live sessions as well.”

Stephanie Reynolds  
Degree, Network Rail:  
“I am trying to pin that practical understanding of railway operations that I have and try and really boost it with some real academic knowledge. I want to have a more varied understanding of the industry rather than just a specific part.”

Sam Aves  
Diploma, Network Rail:  
“Sam Aves  
I’m at a good stage in my career now, but I feel this is the next step up for me to progress.”

Ruth Busby  
Certificate, GWR:  
GWR  
“I’m new to the railway industry in a leadership position and I want to make sure that I know what I’m talking about and challenge my colleagues to make sure we are doing the right things with the right understanding behind me.”

Daven Hirani  
Degree, Network Rail:  
“I want to learn more about other aspects of the railway that I don’t already know about. I’m particularly looking forward to the customer service module, as I have worked in that area before.”
Our Academic Partner

We are proud to deliver our academic programme in Railway Operations Management with our academic partner, Glasgow Caledonian University (GCU).

Glasgow Caledonian University is a distinctive, inclusive and forward-looking university that is committed to its social mission to promote the common good.

When considering applicants for the academic courses, GCU take into consideration previous qualifications and rail experience that an applicant might have. This makes it a great partner for CIRO.

How the partnership works.

Glasgow Caledonian University quality assure and award the Degree, Diploma and Certificate, CIRO provides the programme with strategic direction, unique intellectual property (IP) and teachers who are subject matter experts in their own field.

*See page 26 for information of Fees and Funding*
Bachelor of Science in Railway Operations Management

Awarded by:
Glasgow Caledonian University
University for the Common Good

Dates:
From 1st October 2022

Price:
£9000 NET

Delivery:
Offline and Online. Classroom based or online tutorial following by blended learning with the support of a personal tutor.

Who is it for?
Designed to produce highly qualified railway operators, this course will challenge you to think critically about the issues involved in improving railway business.

Requirements for study:
Applicants would be looking to hold a level 5 qualification (Diploma of Higher Education, Higher National Diploma). Alternatively, students might be able to gain entry via the RPL system. This is a 2-year programme.

How does it work?
This is a work-based learning course that we deliver with our academic partner, Glasgow Caledonian University. It is comprised of 5 modules which are delivered over 6 terms. Each module begins with a classroom-based tutorial. You are then assigned a personal tutor for each module who will support, guide and mentor you through the defined learning journey.

Contents:

Applied Personal & Professional Development:
This work-based learning module will focus on empowering work-based learners to apply key concepts of personal and professional development to self within the workplace. Applied professional practice will be a core component of the module, but this will be expanded to encompass grounding in the management of key organisational realities which impact on and have linkages to the development of self, including, but not limited to, organisational structure, culture, change and leadership. The module will link back to the development of meta skills including integrity, adaptability, and initiative.

Delivering Integrated Business Objectives in the Rail Industry:
This module bridges concepts of value and efficiency with planning provision by covering the financial and economic background to the rail industry, the nature of costs of a railway company and how these costs can change in different circumstances and over different timescales. The module will also consider the impact of operational planning, modified train plans and the creation and implementation of a timetable. This will enable you to understand the influences on the building of commercial models for the provision of rail services that prioritise the interest of passengers and taxpayers.

Maintaining Business Resilience Whilst Managing Change:
This module seeks to enable you to use methods of investigation to prevent reoccurrence of issues and to use good planning methodology to minimise the risks and disruption at times of change. You will be introduced to the assessment of risks in time of change and how best to manage them: placing emphasis on the potential to increase profit and/or other benefits to the organisation and taking stakeholders with them on the journey.

Find out more about the course at www.ciro.org/courses/
Bachelor of Science in Railway Operations Management

**Improving Service Delivery in Rail:**
In this module you will learn about the key elements of rail services for a variety of customers including examples from both freight and passenger markets. The module will introduce business process improvement practices contextualised for the railway operations environment and will use performance data and other customer feedback data sets to enable students to understand how to plan and implement changes and strategies to improve outcomes.

**Work Based Project:**
**Improving Business Practice:**
This module integrates some of the knowledge and skills that you develop through the degree programme and apply it to an identified work-based issue(s) to improve business efficiency. On completion of the project, you should be able to reflect on your performance in relation to managing the project and meeting the aim of your investigation.

**Main Company Benefits:**
Your employee will practice addressing the macro issues affecting the whole rail system and its sub systems. By undertaking breadth studies on integration and interfaces, resilience and service delivery and depth studies into a range of operational specialisms from railway economics, to operational planning and railway engineering, your employee will establish a career building knowledge of key elements of rail and how they interplay.

With no relocation or accommodation costs, studying with us offers an industry recognised qualification at a competitive price – compare the whole course price to a single year of typical university fees. Not only that, but your employees can also continue working full time.

**Main Personal Benefit:**
You will gain a better understanding of the industry that you work in and develop your reflective skills through academic assessment. Completion of this Degree will give you an academic qualification for the industry in which you work.

All of these modules utilise CIRO’s core library, where the specific content covers specialist topics such as Railway Systems Engineering, Emergency Planning Mishap Management and Investigation, Operational Planning, Train Movement Control Systems, Safety Law and Management, Railway Economics, Managing the Railway Business and International Railway Operations.

Interested? Register your place now at www.ciro.org/register/
Diploma of Higher Education
in Railway Operations Management

Who is it for?
Your relevant experience may be that you have; a basic understanding of railway operations, knowledge of the railway industry, general understanding of customer services or basic understanding of safety.

Requirements for study:
Applicants will be looking to hold a level 4 qualification (Certificate of higher education, Scottish advance Highers, Irish advances Certificate). Alternatively, students might be able to gain entry via the RPL system. This is a 2-year programme.

How does it work?
This is a work-based learning course that we deliver with our academic partner, Glasgow Caledonian University. It is comprised of 5 modules which are delivered over 6 terms. Each module begins with a classroom-based tutorial. You are then assigned a personal tutor for each module who will support, guide and mentor you through the content.

Contents:
Continuing Personal & Professional Development:
This module is intended to support you to become a capable and confident work-based learner and will equip you with knowledge, skills, and strategies to enable your continuing personal and professional development. The module will encourage you to apply concepts such as team working into the workplace and to also self-manage your own learning.

Customer and Stakeholder Delivery Improvement:
This module introduces you to the public and private stakeholder and customer interest in rail and the intersections and relationships. It explores the concept of Stakeholder and customer satisfaction through use of models, methods, and evaluative data sets in order to enable improvement in your personal and professional practice.

Whole system thinking in Rail:
This module looks at the effective resourcing of operations from current and future planning perspectives. It will cover the importance of operators and engineers working closely together. The module will build on the ‘whole system’ thinking by exploring political, social, and economic specifics of rail staffing, collective bargaining, diversity and inclusion, effects of regulation and rostering practice, supervisory, management and leadership challenges, role definition and workforce planning.

Find out more about the course at
www.ciro.org/courses/
Diploma of Higher Education in Railway Operations Management

Quality and Efficiency in a High Performing Railway:
This module will introduce you to concepts and principles of safety standards, methods, and practices in normal and degraded conditions. From the basis of compliance and risk management, the principles of train planning are then considered with an overview of documentation, construction and use of the train plan. The module integrates safety and planning through a detailed look at performance measures in rail; the causes, the identification and quantification and the range of potential trade-offs required in the quest for performance improvements.

Work Based Project: Improving Business Practice:
In negotiation with your tutor you will identify a problem/issue within your organisation and carry out an investigation and propose recommendations to improve business practice. On completion of the project you should be able to demonstrate skills for the gathering, evaluation, analysis and presentation of information, ideas, concepts and secondary quantitative and/or qualitative data, drawing on a wide range of current sources and reflect on your performance.

Main Company Benefits:
Your employee will practice addressing the macro issues affecting the whole rail system and its sub systems. By undertaking breadth studies on integration and interfaces, resilience and service delivery and depth studies into a range of operational specialisms from railway economics, to operational planning and railway engineering, your employee will establish a career building knowledge of key elements of rail and how they interplay.

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Interested? Register your place now at www.ciro.org/register/
Certificate of Higher Education in Railway Operations Management

Who is it for?
Designed for school leavers with few qualifications, or those new to the industry.

Requirements for study:
To be actively working in the rail industry. This is a 1-year programme.

How does it work?
This is a work-based learning course that we deliver with our academic partner, Glasgow Caledonian University. It is comprised of 6 modules which are delivered over 3 terms. Each module begins with a classroom-based tutorial. You are then assigned a personal tutor for each module who will support, guide and mentor you through the content.

Contents:
Foundations of Personal & Professional Development
This module has been designed to develop student’s professional competencies in a business context linked to personal and professional development and aims to offer you the opportunity to practice and develop key academic skills and equips you to become a more confident, independent learner and effective writer in an academic environment.

Customer and Stakeholder Delivery in Rail:
The aim of this module is to enable students to gain a broad understanding of the elements that combine to deliver the optimum level of customer service to the rail customer. The module will introduce you to several tools and methods used by commercial organisations to allow them to formulate models of best practice of customer service in normal and degraded workings.

Introduction to Compliance, Safety and Risk:
The aim of this module is to support those employed in railway operations to function effectively in the railway operations context. It will provide you with the necessary knowledge and understanding of key operating principles, safety protocols, cross organisational/interdepartmental working and compliance which constitute the tools that operators control. The module then examines risk practices and methods of risk assessments, security procedures and incident investigation and the use of evaluation and feedback when planning improvements.

Find out more about the course at www.ciro.org/courses/
Certificate of Higher Education in Railway Operations Management

Main Personal Benefit:
You will gain a better understanding of the industry that you work in and develop your reflective skills through academic assessment. Completion of this Certificate will give you an academic qualification for the industry in which you work.

Main Company Benefits:
Each course within this academic programme allow students to gain an understanding of the wider industry and how their role fits within it; from understanding the basics of what a performing railway is and how it serves its’ customers and is organised, how it copes with variability and the importance of interface management. By increasing their awareness and appreciation of the complexity of the rail environment, your employees can work closer together and understand the issues each other face in their duties. With no relocation or accommodation costs, studying with us offers an industry recognised qualification at a competitive price – compare the whole course price to a single year of typical university fees. Not only that, your employees can continue working full time.

Management Skills on the Railway:
This module will introduce you to a basic understanding and knowledge of core management skills in the industry including principles and concepts of department level finance, people performance, team performance, control of resources and regulatory/ contractual/safety influences on work in rail.

Quality in a High Performing Railway:
This aim of this module is to support those employed in railway operations to function effectively in the railway operations context, and to provide you with the necessary knowledge about the fixed and variable attributes involved in basic railway operations. The module takes the building blocks of the railway system and examines how it can be organised and optimised to increase efficiency and volume.

Planning a Work Based Project:
This module integrates the knowledge and skills you have developed in other modules across the programme. The module requires you to undertake independent research in the workplace to enable you to plan an investigative project based in your workplace on an identified issue.

Main Company Benefits:
Each course within this academic programme allow students to gain an understanding of the wider industry and how their role fits within it; from understanding the basics of what a performing railway is and how it serves its’ customers and is organised, how it copes with variability and the importance of interface management. By increasing their awareness and appreciation of the complexity of the rail environment, your employees can work closer together and understand the issues each other face in their duties. With no relocation or accommodation costs, studying with us offers an industry recognised qualification at a competitive price – compare the whole course price to a single year of typical university fees. Not only that, your employees can continue working full time.

Interested? Register your place now at www.ciro.org/register/
Level 5
Operations or Departmental Manager Apprenticeship

Awarded by:
Institute for Apprenticeships & Technical Education

English Apprenticeship Levy funded?
Yes

Dates:
Various dates and locations

Price:
£7000 from the Apprenticeship Levy Account

Delivery:
Blended

Who is it for?
An operations or departmental manager is someone who manages teams and/or projects, achieving departmental goals and objectives as part of the delivery of the organisational strategy. They are accountable to a more senior manager and key responsibilities include planning, leading and managing teams.

Requirements for study:
• 20% of contracted time spent in off-the-job training
• * Maths and English Functional Skills Level 2 (or equivalent) by completion of apprenticeship
• 2 ½ year programme

How does it work?
• Attendance at face-to-face and online teaching sessions for apprenticeship standard content.
• Regular dedicated reviews with CIRO coach and every 12 weeks with line manager to guide development opportunities.
• Access to online management & leadership learning resources
• Access to webinars for further learning and behavioural development.
• OneFile portfolio development
• Preparation for EPA (End Point Assessment)
• Access to CIRO POD
• Access to Operators Handbook online.

Course Contents:
• Operational Management
• Project Management
• Finance
• Leading People
• Managing People
• Building Relationships
• Communication
• Self- Awareness
• Management of Self
• Decision Making
• Operators Handbook - Online Certificate Course
• Level 5 Award in Management & Leadership.

Main Personal Benefit:
You will have opportunities to stand out at work during the apprenticeship as you showcase your work in a portfolio of real improvement projects and you will have a nationally recognised accreditation.

Main Company Benefits:
We offer a high quality, contextualised learning experience aimed at making your apprentices act as change agents for your business and paying close attention to the reviewing and mentoring elements of the learning journey. We do not charge for the rail specific learning we offer around the apprenticeship which is a considerable and useful element in its own right.

For further information please contact apprentice@railwayoperators.co.uk

* Functional skills L2 in Maths and English are completed during the apprenticeship if they have not yet been achieved.
Level 4
Passenger Transport Operations Manager Apprentice
Apprenticeship.

Who is it for?
The Passenger Transport Operations Manager apprenticeship is for people who would like to learn how to provide a high quality, accessible, safe and modern transport service. They are required to have a detailed understanding of the operational transport service, its targets and obligations, its infrastructure and its assets. Their role may involve financial and budget responsibilities, day-to-day operational management of a passenger transport environment, compliance and quality checks and people management.

Requirements for study:
• 20% of contracted time spent in off-the-job training
• * Maths and English Functional Skills Level 2 (or equivalent) by completion of apprenticeship.
• 18-month programme.

Course Contents:
• Introduction to Rail
• Foundations of Personal and Professional Development
• Customer and Stakeholder Delivery in Rail
• Introduction to Compliance, Safety and Risk
• Management Skills on the Railway
• Quality in a High Performing Railway
• Planning a Work Based Project
• Business and Information Management
• Stakeholders and Communication
• Planning and managing resources

How does it work?
• Attendance at frequent face-to-face and online teaching days
• Certificate of Higher Education in Railway Operations Management, included in the apprenticeship programme.
• Specialist tutors with rail and management expertise
• Regular coaching phone calls
• Access to online learning materials
• Access to webinars for further learning and behavioural development
• High proportion of this apprenticeship is through work-based development of a portfolio
• Preparation for EPA (End Point Assessment)

Main Personal Benefit:
You will have the opportunity to stand out at work during the apprenticeship as you showcase your work in a portfolio of real improvement projects and you will have a nationally recognised accreditation.

Main Company Benefits:
Included in the programme is the Certificate of Higher Education in Railway Operations Management from our university partner, Glasgow Caledonian University.

Awarded by:
Institute for Apprenticeships & Technical Education

English Apprenticeship Levy funded?
Yes

Dates:
Various dates and locations

Price:
£12000 from the Apprenticeship Levy Account

Delivery:
Blended

For further information please contact
apprentice@railwayoperators.co.uk

* Functional skills L2 in Maths and English are completed during the apprenticeship if they have not yet been achieved.
Level 3 Team Leader or Supervisor Apprenticeship

Main Personal Benefit:
You will have opportunities to stand out at work during the apprenticeship as you showcase your work in a portfolio of real improvement projects and you will have a nationally recognised accreditation.

Main Company Benefits:
We offer a high quality, contextualised learning experience aimed at making your apprentices act as change agents for your business and paying close attention to the reviewing and mentoring elements of the learning journey. We do not charge for the rail specific learning we offer around the apprenticeship which is a considerable and useful element in its own right.

Who is it for?
The Team Leader or Supervisor Apprenticeship is for those working in a first line management role, with responsibilities for managing a team. They provide direction, instructions and guidance to ensure the achievement of set goals.

Requirements for study:
- 20% of contracted time spent in off-the-job training.
- * Maths and English Functional Skills Level 2 (or equivalent) by completion of apprenticeship.
- 16 month programme

How does it work?
- Attendance at online/teaching sessions for apprenticeship standard content
- Introduction to Rail online course
- Regular reviews with CIRO coach and every 12 weeks with line manager to guide development opportunities
- Access to online management learning materials
- Access to webinars for further learning and behavioural development
- Preparation for EPA (End Point Assessment)

Course Contents:
- Principles of Management and Leadership
- Managing a team to achieve results
- Building stakeholder relationships
- Contributing to the delivery of a project
- Managing daily activities to achieve results
- Managing budgets and resources
- Managing data and information
- Managing own personal & professional development
- Introduction to Rail - Online Certificate Course
- Level 3 Diploma in Principles of Management & Leadership

Levy funded?
Yes

Dates:
Various dates and locations

Price:
£4500 from the Apprenticeship Levy Account

Delivery:
Online

For further information please contact apprentice@railwayoperators.co.uk

* Functional skills L2 in Maths and English are completed during the apprenticeship if they have not yet been achieved
Introduction to Rail

Who is it for?
This introductory course is ideal for inclusion in induction programmes and is designed for those who are new to the industry or more experienced members from support functions within rail organisations. Depending on your preferred learning style, you can study online through Rail Academy or attend a one-day training session if you would rather study through face-to-face learning.

Requirements for study:
No specific requirements.

How does it work?

Online:
This interactive online course will give valuable insight and background into the organisation, methodologies and key technical aspects that surround the development and operation of UK railways to the present day. With a mixture of short video lecture sections, accompanying text, interactive content and short assessment quizzes, the online course is designed to offer absolute beginners a valuable insight and background into the organisation, methodologies and key technical aspects that surround the development and operation of UK railways to the present day. This course has also been well received by those with more rail experience from support functions within rail organisations who rarely get the chance to pick up such knowledge in their day to day work. Access to this learning is only available to CIRO members.

2022 Taught Days:
Learners can attend a one-day training session through face-to-face learning. Regularly delivered at the National Training Academy for Rail (NTAR), the taught version of this course is led by capable and knowledgeable facilitators. The content of this course also mirrors the content of the online version of this module. Throughout the day learners will gain a comprehensive picture of the rail environment and enjoy highly participative sessions where they are guided through interactive exercises. There are also regular opportunities for the learners to ask questions to affirm their understanding of the topics being covered.

In-House Introduction to Rail:
For any companies who may wish to put a group of staff members on the Introduction to Rail course, this delivery method offers the chance with minimal disruption to the business. Ideally suited to between 8-12 learners to ensure maximum participation from the group. Delivered within your own company premises by a capable and knowledgeable facilitator, the interaction between learners can be focused on areas of your own company's experiences within the industry.

Course Contents:
• First Principles
• Signalling and Train Control
• Rail Freight
• Railway Track
• Development of the Railways
• Organisation of the Rail Industry
• Trains
• The Railway and the Passenger
• Planning and Delivery

Find out more...
To enquire about the Online Introduction to Rail Interactive course or for further information, please contact railacademy@railwayoperators.co.uk quoting this course in the header of your correspondence. For any queries or bookings regarding face to face delivery, please contact learnserv@railwayoperators.co.uk.
Rail Pro:
12 System Elements of Rail

Who is it for?
The Rail Pro course is an interactive course that reflects the POD (Professional Operators Development) framework in that it contains 12 sections of learning complimenting the knowledge and competencies spanning the entire professional context of railway operators.

Requirements for study:
No specific requirements but must be an CIRO member to purchase the course.

How does it work?
An online series of interactive learning exercises. Packed with useful information, each of the twelve POD modules contain a core text, interactive content and then a series of further in-depth exercises. The questions are designed to aid student learning. Explanations are given with the answers where appropriate. Once completed, learners can print off a certificate and include their learning in MyPOD.

Once purchased, there is no time limit to complete the course and students are able to pick up modules as they wish.

Find out more...
To enquire about this course or for further information, please contact railacademy@railwayoperators.co.uk quoting this course in the header of your correspondence.

Course Contents:

Rolling Stock & Fleet Management:
Reliability, maintenance schedules, defects, depot location, activities, planning.

Railway Engineering, Maintenance & Renewal Management:
Consequences of infrastructure problems, monitoring track performance, possessions, on-track machines, infrastructure/train interface, features and advantages of electrification.

People and Change:
Recruitment, safety-critical staff, medicals, employee relations, welfare, people issues when planning a major project.

Railway Organisations Business Context:
Stakeholders, organisational structure, access and franchising in the UK, hierarchy of ownership and operation, UK station regulatory & contracts regime, station maintenance, revenue allocation.

Financial & Investment Planning:
Budgets, sources of funding, fixed and variable costs, infrastructure enhancements, Guide to Investment Projects (GRIPS) risks, controlling costs.

Incident & Emergency Management:
Response to an emergency, incident management structure and investigations.

Performance Management:
Quantifying the cost of delays, responsibilities, taking action to optimise performance and analysing data.

Delivering Passenger & Freight Services:
Operational requirements for passenger and freight trains and operating a passenger station.

Managing Safety:
Hazards and risk control, assessing safety in rail operations.

Delivering Customer Service:
Customer priorities in passenger and freight, the costs of poor customer service, culture, managing customer service during a station rebuild.

Operational Planning & Timetabling:
Operational Planning and Timetabling:
Timetable processes, timescales, headways, engineering access, exploitation of capacity, pathing constraints.

Train Movement & Control Systems:
The basics of setting a signal route, train spacing, track circuit operation, failsafe, the introduction and levels of the European Train Control System (ETCS).
Operational Planning Masterclass

Who is it for?
This classroom-based course is designed for those who are fairly new to the subject as well as those who wish to further their career development and expertise in this field by setting their knowledge in a wider context.

Requirements for study:
No specific requirements.

How does it work?
The course is held over a full weekend, commencing on a Friday evening and finishing late Sunday afternoon. (Weekends have been chosen to ensure availability of expert tutors and for ease of releasing staff).

This course is currently delivered bi-annually. The next available course will be held in Birmingham.

Course Contents:
We will introduce the specific tasks of operational planning and set out to show how the timetable is fundamental to a railway business, generating revenue and influencing costs. The programme will cover the following aspects to enable you to appreciate the basic principles of Operational Planning in the business context.

• The railway as a system and the consequent need for planning
• How the timetable underpins the business - generating revenue, minimising costs
• Tools and techniques for compiling and implementing the operational plan
• The processes that take the timetable from specification to successful implementation
• Capacity - what is it, where it comes from and where it goes
• The Operator's role in business case development and project appraisal

Find out more...
To enquire about a place on the Operational Planning Masterclass or for further information, please contact learnserve@railwayoperators.co.uk quoting this course in the header of your correspondence.

“The course was an eye-opener for me and literally changed the way I used to think about timetabling.”

Anannya Sethumadhavan
Serco Middle East, Planning and Performance Manager
Short Courses

Awarded by:

How does it work?
These are delivered face to face, take a day each and can be bought separately or together in pairs/series. Principles of the subject are introduced and case studies used in a group setting to share learning and optimise reactions and decision making.

Incident & Emergency Management:
ACOPs, contingency, junction mishap, mainline train failures.

Performance Management:
Proactivity, measurement, policy, engineering access, real time effects.

Delivering Passenger & Freight Services:
Aspects like safety, cost and change, interfaces, Controlling Mind, balanced scorecard.

Managing Safety:
From legislation, Standards, Safe Movement of Trains Logic and risk assessments.

Delivering Customer Services:
PIDD, SPIRS, Customer Service Performance, Depot SLAs, going the extra mile.

Operational Planning & Timetabling:
Permanent, engineering, short a VST planning, pathing, terms, short term with stock and crew.

People and Change:
Employee Relations, safety Critical Work, Fitness fatigue, introduction to rostering, conduct in safety critical environment.

Railway Organisations:
Big picture, evolving UK rail system, geography, commercial, social, finance, funding.

Rail Engineering & Asset Management:
Key componentry track, civil, signal, electrification, plant and fleet - production.

Stakeholder Management:
Stakeholder mapping, agenda, breakdowns.

Main Personal Benefit:
A good grounding of the principles involved in each topic, an appreciation of the role of colleagues in the railway system and insights into the rail system as whole

Main Company Benefits:
You can put these into development centres (some of the exercises can be observable), use for team leader training, senior leadership events or management conferences. You have ultimate flexibility over your topics and are not tied to the whole CIRO Operations Practitioner Diploma series or the assessment methods deployed, whilst being able to utilise the materials and gain attendance certificates for your attendees.

Dates:
2022 Dates TBC - contact learnserve@railwayoperators.co.uk for more information

Price:
£900 per short course + trainers’ expenses + taught in-house.

Online Delivery Option
Contact railacademy@railwayoperators.co.uk for more information

Classroom based option
Contact learnserve@railwayoperators.co.uk for more information
My Pod
Professional Operators Development (POD)

Who is it for?
Everyone at all levels particularly useful for entrants to rail, as part of planning your own development, preparing for a performance review or CIRO membership upgrade.

Requirements for study:
Access or use of a computer. Membership of CIRO so you can access all the goodies at the back of the website in your own name.

How does it work?
My POD is a self-assessment tool which allows you to assess your skills and knowledge against the Professional Operators Development (POD) Framework. It is designed to help you to identify knowledge gaps and target your learning.

You can download the POD by visiting www.ciro.org/professional-operators-development and clicking the “View the POD brochure” button.

Professional Operators Development (POD) Framework
This is the professional map for railway operators, which captures what successful and effective operators know and deliver across every aspect and specialism of the profession.

Main Personal Benefit:
You take control of your own rail operations professional development – and you have something to take to your performance review to share with your boss with ideas for development activities, improve your knowhow, stay relevant and build a career passport.

Main Company Benefits:
It can show you who is trying to self-develop and you can incorporate it into your people performance regime. With bespoke development, the MyPOD tool can be adjusted so the advice it gives to your employees on completion offers links to learning resources you want to signpost to them – call the team if you are interested in undertaking that work with us. We haven’t done it yet - but we know it can be done!
Mentoring

The scheme provides a managed relationship between the Mentor and the Mentee to enable:

- Knowledge sharing
- Working through professional issues
- Improvement and career development
- Provision of a sounding board or critical friend when required
- The Mentor to act as an experienced and trusted guide within the confidential relationship

The intent is not to teach, judge or necessarily to offer solutions but to provide a sounding board which will give the Mentee enough information to enable them to make the right decisions and help them develop their own professional and personal skills and resources.

What is the purpose of mentoring?

To assist practitioners (“Mentees”) to develop their professional competence, achieve their learning objectives and develop their behaviour through mentoring provided by more experienced practitioners (“Mentors”).

Mentoring is an arrangement in which a Mentor offers on-going support and guidance to a Mentee to help the Mentee manage his or her own learning and career development (called the “Mentoring Scheme”).

If you would like further information on our mentoring scheme please contact Danny Stafford on learnserve@railwayoperators.co.uk

Area Events

CIRO has nine Area Councils, seven of which are located throughout the UK and Ireland, along with South Africa, Australia & New Zealand.

The purpose of these councils is to...

- Promote the aims of the Institution and to take responsibility for recruiting new members, arrange social and informative events.
- Facilitate mentoring of individuals
- Arrange workshops and seminars as part of the educational process

Each area offers...

- FREE, varied programme of local Area events including driving simulations, depot visits, leading industry speakers, company visits and social events
- Freedom to visit any of our Area events up and down the UK, subscribe to any or all Area emails
- ‘What’s On’ listing on the website with event booking facilities

Valuable opportunities for members to learn and share knowledge. Your local CIRO Area runs events all year round. These are opportunities to see how others work, broaden your experience and add to your professional development.

Find out what’s happening in your Area www.ciro.org/whats-on/
The level 3 Award in Education and Training is an initial teacher training programme which will enable participants to develop teaching and assessment skills such as:

- Creating engaging lessons which motivate and stretch all learners
- Identifying and meeting the needs of learners, and maintaining a supportive learning environment
- Understanding ways of promoting inclusivity and valuing diversity in both teaching and learning
- Understanding the roles and responsibilities of key stakeholders in the education and training sector
- Understand key aspects of legislation, regulatory requirements, and codes of practice
- Understanding different styles of assessment and how to choose assessment methods which meet the needs of individual learners

To complete the programme participants attend four workshop days. The fourth day will involve participants delivering and evaluating short micro teaching sessions. Assessments are via portfolio, assignments, micro teaching and observation.

Who?
This course is intended for staff new to teaching or assessing roles or those who already have vocational experience in a training or a similar role and wish to develop their teaching and assessment proficiencies. This qualification replaces PTTLS and is the new standard for initial teacher training.

There is no minimum entry requirement for this course but participants should have core levels of ICT, literacy, language and numeracy expected of teachers and trainers.

Register your interest to Tina Morris on knowledge@railwayoperators.co.uk
Rail Trainer School
Facilitator Training

Who is it for?
We are proud to offer a second element to our Rail Trainer school, designed for anyone who needs to facilitate holistic learning within railway operations. Our course, called ‘From Here to There’ aims to help trainers engage their learners with a strategic and integrated view of operations.

The course combines facilitation training with skill building on change management and systems thinking.

How does it work?
An interactive programme blends learning effective facilitation skills while exploring how to effectively engage participants in the wider context of railway operations. We explore not only what to do, but also why it is important and how to share that message across operational disciplines.

Course Contents:
- Facilitation skills
- Managing change
- Understanding organisational context
- Overcoming challenges: people, teams, and organisations

Main Personal Benefit:
Completion of this course enables participants to confidently facilitate workshops and meetings. By understanding how to manage change and place decisions in a wider operational context, participants will enhance their effectiveness whenever they engage a wider group.

Main Company Benefits:
Through an expanded understanding of these skills, participants will be able to design workshops and meetings to deliver longer term sustainable outcomes. Participants will be able to engage their learners and meet participants with a broader, more holistic view of how actions impact other aspects of railway operations.

Interested? Register your place now
www.ciro.org/register/
Rail Ops Conference
Annual Learning Event

Organised by:
CIRO - Chartered Institution of Railway Operators

Dates:
2021: 29th & 30th Nov
2022: 20th & 21st Nov

Price:
FREE to members and non-members

Duration:
2 days

Delivery:
Online over 2 days

Who is it for?
The Rail Ops Conference is open and free to anybody from the rail industry. Some areas of content may be restricted to members only, so to access the full event, become a member. If your employer is a corporate member, your membership is free.

How does it work?
The conference is the biggest learning event in rail and has been designed with your career progression in mind.

All content, delivered by leading industry figures has been curated around the Professional Operators Development (POD) framework, with presentations mapped carefully to the 13 sections of the framework.

This, in conjunction with a useful self-assessment and planning tool, allows you to maximise the event by identifying your own knowledge gaps and focusing on content that best suits your CPD needs.

How do I attend?
Register for free at: https://register.railops2021.com
For more information, visit: https://www.ciro.org/whats-on/

Register today!
https://register.railops2021.com
End Point Assessment (Corporate)

Registered End Point Assessment Organisation (EPA)
A responsible, collegiate and Value Adding service with income opportunities for your organisation.

CIRO have been an approved EPA for the Train Driver Apprentice Level 3 since December 2018. Assessment techniques and resources have been developed with the input and approval of ASLEF throughout. The End-Point Assessment Plan, which EPAOs must closely follow, states that assessors must be current Train Drivers. CIRO developed the concept of an agreed employer-led supply of assessors.

Under this agreement, each operating company puts forward willing volunteers to carry out EPA on behalf of CIRO who pay the company for their time.

Due to our not-for-profit approach, we are able to charge significantly less than the £4,200 maximum fee for Train Driver EPA. Operating companies are also paid a good daily rate for providing assessors to CIRO. Assessing on behalf of CIRO is an attractive prospect. CIRO’s concept of an employer-led supply of assessors means that current drivers are not ‘poached’ or lured into working additional hours on a freelance basis.

By providing EPA, CIRO hope to keep levy funding in the industry. Acting in a not-for-profit way has allowed CIRO to develop a high quality, meaningful EPA at a competitive price. The supply of assessors is an opportunity for us all to work together to give development opportunities to staff without losing them, in the process creating a valuable experience for apprentices in a bid to increase industry standards.
Coming soon...

The Game

A two-part learning experience which takes the player through a journey of starting work in the Planning Team and the Control Team of a busy train operator.

Using industry practices and real case studies you will soon be planning timetables and making great control room decisions. With a cast of helpful team members, micro teachings and access to key data you will be able to go from no knowledge comfortably into being able to attempt complex operations tasks.

The breadth and detail of this learning experience more than make up for its unimaginative name. The Game will be launched on Rail Academy in February 2021 and it will be competitively priced.

See CIRO website and social media nearer the time.

Professional Interest Groups

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 (i.e. create a P.I.G.). Its not a political site, its 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 PIGS 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.

Rail Ops 2021 & 2022

CIRO launched their inaugural e-learning conference in 2021 and if you are reading this before the end of November 2021 – hurry up and register for your free space. Otherwise you will have to wait for the second one which will run on the 20th and 21st June 2022.

The e conference format is favoured as it enables many more people to access the impressive collection of expert speakers and exhibition content. Whatever shift you are on, however busy you are- the online format allows you to plan what you want to view live, meet up virtually with people on the day and revisit things you didn’t get to see up to four months after the conference ends. The conference is free to attend because of the generous sponsorship of our committed Corporate Members.

You can even influence the topics covered by the conferences by submitting ideas to marketing@railwayoperators.co.uk.
Fees and Funding (Academic Courses)

Investing in your future is more affordable than you might think. As some of the most affordable higher education courses in the UK, we offer a range of flexible payment options to suit your circumstances.

Is your company helping you?
Studying on an academic programme is an effective way for you to develop your knowledge and skills, so your employer may be willing to pay for all, or part, of your studies. They may also be willing to loan you the money so you can pay it back in monthly instalments.

Borrow it from your company:
It’s 20% cheaper by getting your employer to lend you the net price. You can then pay them back through your salary. Please get in touch for a help sheet on this.

100% Company sponsorship:
Let us know the purchase order number and we will do the rest.

Part company sponsorship:
We need the company funding up front and your monthly plan starts straight away, either to us or to your company. You can also pay the balance up front if you prefer not to use our interest free instalment plan.

Are you paying for yourself?
Student Finance:
Depending on your circumstances and location, grants or loans are available to part-time students. Contact us for more information.

Apply for an CIRO scholarship:
The Institution’s scholarship fund is now being offered for a fifth year running to support the development of railway operators. Several students have benefitted from partial funding which has enabled them to study with us. Please email learning@railwayoperators.co.uk to request a scholarship application form.

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<th>Course (Duration)</th>
<th>Net Price (total-not per annum)</th>
<th>VAT</th>
<th>Gross Price (total-not per annum)</th>
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<td>Degree (2 years)</td>
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CIRO interest free instalment plan:
If you are not able to pay for the whole course upfront, a deposit is required to secure your place and you can pay the balance with interest free instalments.

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<th>Course</th>
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Still Not Sure You Want To Do Anything?

Just Join Us

Who is it for?
CIRO Membership is for anyone working in or associated with any part of the railway industry worldwide and people outside the industry who wish to prepare for a career in it. Being a member is in itself a useful step in career development. If your company is a Corporate Member of CIRO then it’s free for you to join – and while you are trying to work out what to learn, what you want to contribute and how you want to stand out, you can be part of a community of over 10,000 committed professionals, get free mentoring, use MyPOD and attend any number of informative events.

If your company is not a Corporate Member you can still join CIRO as an individual member.

Benefits:
Being a member of CIRO gives you the tools you need to stay relevant and excel in the industry today and in the future.

Our Corporate Members

Our Industry Partners