

BULLETIN 51

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

May 2023



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Welcome to Bulletin issue 51

Welcome to the May 2023 edition of Bulletin as we celebrate two major accreditations which kicked off the year for the Institution in the most positive way.

If this is your first edition of Bulletin, welcome! This Institution exists for its members and the rail industry, promoting best practice and representing the interests of railway operators at all levels. From area events to online courses, we hope you find yourself spoilt for choice by all the ways in which we can help you develop your knowledge and expertise.

A year of 'behind the scenes' work by the CIRO team during 2022 bore fruit in January as we received our first Ofsted rating of 'Good' for our apprenticeship provision and were added to the End-point assessment (EPA) organisation register after achieving Ofqual recognition, allowing us to continue EPA for the Train Driver Level 3 standard. Our Learning and Development team have been working to produce new online video-based learning depth modules, which will be available on the Rail Academy platform later in the year. The first Introduction to Rail one-day courses were held at our Stafford offices, with more planned throughout the year, as well as two three-day Operational Planning Masterclasses. Applications for academic courses have recently opened with strong cohort numbers once again expected across the Certificate, Diploma and Degree programmes.

Meanwhile, our corporate membership has continued to flourish as we proudly welcomed two new companies – Resonate and Arup, who feature later in this edition. The date for the annual Rail Ops Conference has been confirmed as the 6th of June with event details and booking instructions available from the CIRO website. Work is well underway on a new membership portal with much improved user experience and interactive features. Look out for announcements on this throughout the year, with launch scheduled for summer.

Our Awarding Organisation has been launched and has been working at a pace developing new rail sector specific qualifications, under the Royal Charter, for both infrastructure suppliers and TOCs. Our team is working closely with subject matter experts to design a range of qualifications, which will be available through participating employers later in 2023/24.

Thank you for your continued support and commitment to the development of railway operations profession.

The CIRO Stafford Team

CIRO Celebrates Major Double with Two Major Industry Accreditations

CIRO began 2023 in the most positive way with the announcement of two major industry accreditations, providing a double boost for both the Institution and industry we serve.

During January, the Institution underwent its first ever Ofsted inspection of its apprenticeship provision. Inspectors spent a week with the team, covering all aspects of the service from quality of education and training to leadership and management, behaviour and attitudes, processes and systems and safeguarding.

The result of the inspection was that CIRO has been rated as "Good" by Ofsted - with no conditions, to the delight of the entire team.

Annette Shipley, CIRO Joint Head of Apprenticeships commented:

"Since the inception of our apprenticeship programme in 2018 we've seen rapid growth, both in terms of apprentice numbers and the expertise of our own team. We now have a great group of professionals who work tirelessly in partnership with employers from the industry to ensure that our apprenticeship programmes create confident, decisive, succession-ready rail operations professionals. The 'Good' rating from Ofsted is a reflection of hard work from the team and a solid basis from which we can continue to build."

CIRO's Level 3 Team Leader or Supervisor, Level 4 Passenger Transport Operations Manager and Level 5 Operations or Departmental Manager apprenticeships were all assessed as part of the inspection.

The Ofsted inspection stated: *"Apprentices gain substantial knowledge, skills and behaviours as a result of their apprenticeship. They are proud of their work and talk with confidence about what they have learned and how it is improving their effectiveness in the workplace through the application of managerial techniques gained as a result of the programme. For example, apprentices on the levels 3, 4 and 5 apprenticeships use the knowledge and skills they have learned successfully to lead and motivate their teams on issues related to compliance, safety and risk management."*

The Ofsted 'Good' rating closely follows the recent awarding of Ofqual recognition, also during January 2023, which allowed CIRO to be added to the EPAO register and continue to offer end-point assessment (EPA) services. A nationwide reform of apprenticeship external quality assessment (EQA) set out by the Institute for Apprenticeships and Technical Education (IfATE), required that all EPA providers become Ofqual recognised

to continue offering the service. The deadline for the Train Driver Level 3 standard, which had previously been regulated by the National Skills Academy for Rail (NSAR), was December 2022. Following a rigorous review process conducted by Ofqual into CIRO's practices, procedures, and resources, it has now been added to the EPAO register as of January 2023.

CIRO's Ofqual recognition means the Institution can offer an end-point assessment for the Train Driver apprenticeship standard into 2023 and beyond.

CIRO's assessment techniques and resources have been developed with the input and approval of a wide range of stakeholder organisations, including the Associated Society of Locomotive Engineers and Firemen. By providing EPA services, CIRO hopes to keep levy funding in the industry.

Acting in a not-for-profit way has allowed CIRO to develop a cost effective, meaningful EPA for the industry whilst maintaining the highest quality.

Ellie Burrows, CIRO Chair commented:

"The timing of these two achievements couldn't be better as the industry begins to pick up pace in its reformation."

"Since the inception of our apprenticeship programme in 2018 we've seen rapid growth, both in terms of apprentice numbers and the expertise of our own team. We now have a great group of professionals who work tirelessly in partnership with employers from the industry to ensure that our apprenticeship programmes create confident, decisive, succession-ready rail operations professionals. The 'Good' rating from Ofsted is a reflection of that hard work from the team and a solid basis from which we can continue to build."





"CIRO's reliable, robust apprenticeship and EPA services will be key in championing the professional development of those working in railway organisations, enabling the whole railway system to succeed."

"On behalf of the Board, I would like to thank the CIRO teams involved for their contributions to these two important achievements."

CIRO began offering high level apprenticeships to the railway operations industry in 2018. From October 2018, Ofsted began to carry out monitoring visits to all newly directly funded providers of apprenticeship training provision, which began to be funded from April 2017 or after by ESFA and/or the apprenticeship levy.

With these two significant accreditations now secured, CIRO aims to continue to develop its offerings and service levels in both its apprenticeships and EPA provisions, as well as launching new products during 2023.

Supporting Railway Operations

Andy Jones FCIRO  **resonate**

Network Rail's industry "network operating strategy" summarises two clear aims; "doing things better" and "doing better things".

Clearly recognising that to achieve excellent train service delivery in a challenging environment, whilst continuing to operate in the same way, will not achieve the outcomes that passengers and freight users deserve. The strategy identifies the three key tiers of people, process and technology, and it's great that we are finally seeing technology being delivered that supports the operator and operational defined outcomes.

On the day rail operations involves many roles and inputs, but to simplify, there are roles on stations, roles on trains, roles in signalboxes, and roles in control. These roles use a multitude of different "operational systems" to make decisions, the systems are very rarely

connected and require different operational roles to both input and interrogate data.

Connecting and optimising the combined data within operational systems, presents a significant opportunity to not only be a lever for improved performance but more critically an enabler for deeper industry integration. The prime example being the fantastic progress with Resonate's, Luminare, the only UK deployed and working traffic management system, and particularly with recent advances with the Integrale interface linking to stock and crew data, together with CDAS. It has been exciting to see examples of Network Rail controllers using the Integrale information presented in Luminare to make better decisions for

passengers in disruption, as they now have a view of the stock and crew implications they've never previously had access to.

The engagement of operators and simplifying process is critical to embedding technology and the increasing adoption seen with Luminare across Western and Anglia, shows the benefit to keep engaging with users and continuous improvement of the system. We are now seeing nearly 500 schedules edited a day, amendments that would have previously been manually dealt with, and all giving better passenger and freight user outcomes.

To challenge ourselves further - how do we take these system opportunities to not only deliver better performance outcomes for railway users, but to also drive:

- How we use systems to create the space to make better risk-based decisions, particularly in the context of large disruptive events, including weather.
- How we operate the railway more efficiently in the face of genuine cost pressures, we are clearly not making the most of technology driven efficiencies in operations.

The industry has to find a way to keep investing in operations technology and concurrently our operations people, ensuring this is done in a joined-up industry benefit driven manner, if we truly want to simplify our railway with deeper integration, with good and timely information, together with genuinely putting passenger and freight outcomes first.

Further information

For more information on CIRO apprenticeships or EPA services, visit www.ciro.org or contact apprentice@railwayoperators.co.uk or epa@railwayoperators.co.uk respectively.



4 News & Events



21st Century Ops Conference

On the 22nd March, CIRO were invited to attend the Network Rail 21st Century Ops conference at the Mercure Hotel, Manchester. The event was the first face-to-face operations conference since the programme was introduced by Network Rail Chief Executive Andrew Haines back in Autumn 2019 and was held to allow for reflection on the progress that has been made and to present the future of the portfolio.



The one-day event was a huge success and included speaker presentations from industry leaders such as Jake Kelly, Group Director, System Operation, David Davidson, Interim Route Director (Western) and Gunnar Lindahl, Operations Director. Andrew Haines, Network Rail Chief Executive also sat down for a fireside chat with Natalie Allen, where he discussed the progress made by the 21st Century Ops team to date, the significant challenges they have faced since its launch, and his ambitions for the project over the coming years.

CIRO CEO, Fiona Tordoff, was invited to join a Q&A Panel alongside Andrew Haines and the other speakers who fielded a variety of interesting questions from the audience, ranging from the GBR transition, to diversity in rail, training and development, and much more.

CIRO were invited by Network Rail to showcase a range of services including membership,



academic courses, and apprenticeships to staff, as well as to discuss the Network Rail specific qualifications currently in development under the Institution's Royal Charter. With over 200 attendees from across the Network Rail regions, CIRO representatives were kept busy throughout the day by a steady stream of visitors to the stand.

With a key theme of the event being training and development, interest was high in CIRO's academic programmes. Many of the attendees left the event with course brochures and a better idea of which CIRO learning products would best suit their needs. The membership team were also kept busy signing up new members and offering advice and information on events, resources and the membership upgrade process.

The conference also presented the opportunity to gather some valuable insight from the people on the ground by way of a survey asking what the industry most needs from CIRO going forward. This feedback, along with that of other key stakeholders, will directly inform the strategy of the of the Institution in the coming years.

Overall, a truly interesting and informative conference, attended by an engaged and enthusiastic audience of professionals. The CIRO team would like to thank the event organisers for allowing to us to contribute to such a great event.



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.

The Largest Free Learning Conference in Rail Returns - Rail Ops Conference 2023

The date for CIRO's annual Rail Ops Conference has been announced with speakers due to be confirmed in the coming weeks. The one-day online event will be held on the 6th June and will once again be packed with valuable expert insight on current topics, CPD resources and advice from each of the CIRO departments, who will have representatives on hand throughout for a chat.

The first Rail Ops Conference was held in 2021 as CIRO sought to bring free learning and CPD opportunities to all within the rail industry. Originally the conference was hosted online in response to the uncertainty around face-to-face events, resulting from the pandemic and subsequent lock downs. However, due to high attendance rates and overwhelmingly positive feedback from those who attended online, the conference will remain a virtual event. Many found that this format allowed the conference to be much more flexible due to the ability to 'come and go' as they pleased. Attendees could listen to preferred speakers or visit one of the specialist breakout areas as convenient throughout the day, rather than having to commit to a full day face-to-face event.

CIRO CEO Fiona Tordoff said: "We created the Rail Ops Conference as an accessible avenue for our members and anyone in rail, in fact, to easily be able to further their CPD. We always aim for the widest variety of content from expert speakers, which aligns with the Professional Operators Development (POD) framework, maximising its value from a CPD perspective.

"Once again, we must thank our corporate sponsors, who's continued support allows us to host such an important event for the industry."

Last year, speakers shared insight on a vast range of industry themes from apprenticeships, staff engagement, revenue protection, change management and much more. We also featured taster sessions of our Certificate, Diploma and Degree programmes for anyone thinking of furthering their careers through academic courses.

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 CIRO representatives from our membership, learning and development, apprenticeships and awarding organisation teams.

What do Rail Ops Conference attendees say about the event?

"Brilliant presentation today very insightful, having attended the conference online on the 14th, I cannot understate the importance of the knowledge I acquired listening to experts

and colleagues on a variety of topics, challenges, and potential solutions in the railway industry. I would encourage managers and employees across all levels within my company and the wider railway industry to attend future events to expand and share their own knowledge of the industry to improve the railway. Looking forward to today's sessions."

"What a great event Rail-Ops has been! Well done and thank you to CIRO and all 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."



Register Today for Rail Ops 2023

Registration for Rail Ops 2023 is now open. Simply visit - <https://reg.railops2023.com/rail-ops-2023> and enter your details, this takes less than 2 minutes.

You will then receive a link to the live portal where you can download our handy event guide which you can use to plan your time over the two days. A reminder will be sent to you ahead of the event to make sure that you don't miss anything.

Alternatively, you can visit www.ciro.org/events for more information about this and other CIRO events.



New and Improved Membership Portal

Work has begun on improving the access and experience of the exclusive CIRO benefits for members.

A new membership portal is being developed to replace the existing one which has served CIRO for the past 10 years. This new portal will bring together all the exclusive member benefits into one convenient and easy to use space. On it, you will be able to:

- Take the POD self-assessment
- Upgrade your membership level
- Manage your information
- Renew your membership
- Access resources such as publications and CIRO TV
- Record your CPD
- Communicate with other members

Our members are at the heart of what we do here at CIRO, and the new member portal will enhance your membership journey by providing:

- An improved member experience
- Clearer instructions for upgrading
- Easier login access with email addresses, replacing forgettable usernames
- Easier applications for new members, reducing waiting times for approval
- A simple renewal process

The portal will also be home to a brand-new communication platform where members will be able to interact with each other about rail topics that are important to them in specialist interest groups (SIGs). These SIGs will be a valuable place for members to share ideas and best practices and connect across the industry with fellow rail professionals.

The testing of the new portal is due to commence in late spring with the aim of having the access ready for members by the end of the year.

Keep an eye out for further information later in the year.



International Membership

CIRO are continuing to work with railway operations professionals across the globe to strengthen international membership with activity in South Africa, Australia and New Zealand.



CIRO have a long-established relationship with Transnet Freight Rail in South Africa who engage with CIRO's Operations Management qualifications through the University of Johannesburg. In October 2022, CIRO met with members and Railway Operations Management graduates Keitheng Adeolu, Marvin Khosa and Utukile Edward Matojane in Johannesburg to re-establish the Council and discuss re-igniting activity post-pandemic.

The aim of the newly formed SA Council will initially be to support the rail operations alumni across South Africa with CPD opportunities to keep developing their skills and industry knowledge.

Transnet Freight Rail is a corporate member of CIRO and as such, employees can enjoy free membership at Affiliate and Associate level. For more information get in touch with the membership team at CPD@railwayoperators.co.uk



The ANZ Council, headed by Nigel Jenkins, has been continuing to work on growing the membership across the region.

The Council continue to put on interesting webinars for members including 'The Case for Better Competency Management', which was delivered by a panel made up of AssessTech's CEO, Gabriel Stroud; Operations Director, Sally Brinkley; SWR's Operations Director, Stewart Player and Graham Force, a railway assessor in Australia who also works with AssessTech across the APAC region.

The Panel explored whether a different approach to competency management on the Australian railway could improve safety, and considered how the UK passenger railway industry has spent a significant amount of time and money focusing on developing strategies to reduce incidents and improve safety and competency management.

Visit www.ciro.org/australia-new-zealand for more information about the ANZ Council.

Member Benefits: Spotlight on Mentoring

Did you know that the CIRO Mentoring Scheme is free for all members of the Institution, at any level?

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 even 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 the members say...

"I've already found the mentoring support really helpful in guiding me in making decisions that will positively impact on my career moving forward".

"The mentoring scheme has been really helpful. My mentor has kept in touch with me, he even shared his experiences with me and helped me with interview success tips. I am grateful for this platform".

"The information made available about all the mentors was key in helping me pick who I wanted to seek guidance from. The knowledge and experience my mentor was able to pass onto me was incredibly worthwhile and I'd highly recommend others getting involved".

All mentees who provided feedback agreed or strongly agreed that:



The mentoring platform is easy to navigate; the resources are helpful; they could contact their mentor easily; and the mentor relationship was a good match.

Are you a full Member or Fellow of the Institution? Why not become a mentor and share your experience with others?

"I'm someone who has benefited both from being a mentee and a mentor and it's something I'd highly recommend participating in. When I first joined the industry, I was lucky enough to have a number of mentors, who each played a key part in helping me in my career; from acting as sounding boards, to setting up placements, signposting

and making great introductions. Later on, as my career progressed, I was keen to give something back through my mentorship and hopefully benefit colleagues and future leaders in the way I was".

Matthew Lee FCIRO,
Partner, Winder Phillips Associates



Further information

For more information on becoming a Mentor or Mentee visit www.ciro.org/mentoring or get in touch by emailing mentoring@railwayoperators.co.uk



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It's Full Steam Ahead for New CIRO Fellow, Karen Duffy!

Since joining the rail industry 20 years ago as an apprentice, Karen Duffy has propelled her career, developing her skills and knowledge in rail operations to become an expert in her field. Aspiring to become a future industry leader, Karen decided to upgrade her CIRO membership to Fellow and has 'never looked back'.

Karen kick-started her career at Network Rail as an Operational Planning Apprentice in 2002. In her 10 years with Network Rail, Karen gained significant experience in Planning, Maintenance, and Infrastructure Projects before joining the Operations Directorate, and becoming Area Customer Service Manager.

In 2013 Karen moved to the train operator East Coast as Head of Performance and since then, she has held various Head of Department roles, across multiple franchises (East Coast, VTEC & LNER) which include Head of Service Delivery, Head of Operational Programmes and is currently Head of Business Planning at London North Eastern Railway, one of the country's leading long-distance train operators.

"I wanted to become a CIRO Fellow to gain professional affiliation and recognition within the rail industry which is reflective of the experience I have obtained in my career. By joining CIRO I am part of a team who continually strives to strengthen the professional community and contribute to excellence in Railway Operations. CIRO is a fantastic platform to encourage learning, continuous development, formal qualifications, and constant support to obtain professional recognition".

Fellow membership level can be achieved through completing the 12 modules on the Professional Operations Development (POD) framework, all of which are based on a variety of topics related to rail. Meeting the relevant professional criteria, Karen dedicated much of her free time to completing the Professional Operations Development (POD) sections, which included demonstrating her local, regional, national and international working

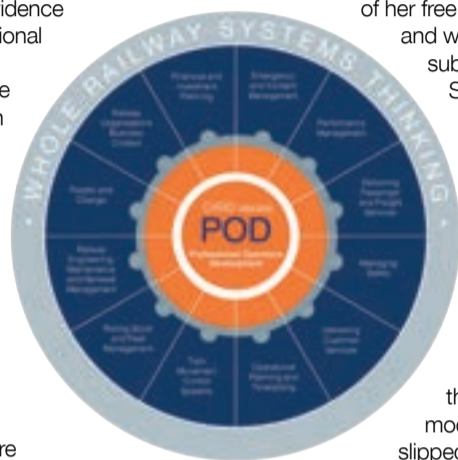
knowledge, and submitting evidence in three areas from an international perspective. "I would suggest taking on one module at a time and working your way through them carefully.

"Look at the POD criteria and consider how you can demonstrate and evidence your experience against each of the module requirements. Ensure that you clearly articulate how you have personally experienced and delivered each element with examples and supporting evidence. There are several members of CIRO who offer mentoring and it is beneficial to utilise this support to obtain feedback and guidance on your application before you formally submit it", Karen added.

Collating as much evidence as possible of her time and experience within the industry, Karen demonstrated her ability to make informed decisions about railway operations. As a Fellow, she now has the confidence to help and guide others aspiring to develop their career within her team.

She said: "I have dedicated a large part of my life to get to where I am now, so for me, upgrading meant that I could finally get the recognition and accreditation that I have worked so hard to achieve!"

Between being a full-time mum to two young children and going to work, Karen dedicated most



of her free time during the evenings and weekends to completing and submitting her application.

She commented: "I received support from my CIRO Mentor to keep on track and meet deadlines for submission, ensuring the momentum of my application was not lost.

"Whilst there is no set timeline for submission, the mix of work, family and a busy life meant that the focus on my POD modules could easily have slipped. I found dedicating time to each module, supported with regular

121s with my mentor kept me on track. It took me several months to complete my formal application for submission."

Encouraging the success and progression of other rail professionals, Karen commented: "I would advise anyone who is passionate about rail to just go for it! You may surprise yourself at what level you can get, and even if you're new to the industry. CIRO offers memberships for all levels of experience, which provides you with the ability to work your way up!"

Fellow is the most senior level of membership and demonstrates your abilities and expertise in



railway operations, as well as showing a strong commitment to the industry. As a Fellow, Karen can use the postnominals FCIRO, share her knowledge and expertise by becoming a Mentor, contribute to the Institution's library, become a CIRO Ambassador and continue her CPD.

Karen concluded: "More importantly, believe in yourself and the experience you have gained. If you put your mind to it, you can achieve anything you want to!"

There are four membership levels; Affiliate, Associate, Member and Fellow. These are designed as career milestones and to distinguish you as a rail professional. It's also possible to apply for any level as there's a membership to suit you at any stage of your career.

Further information

For any further information or advice on upgrading your membership, get in touch with our team at membership@railwayoperators.co.uk



A Concise Guide to Upgrading Your Membership

Having professional membership showcases your credibility and expertise while providing access to a vast number of resources but not only this, CIRO membership opens you up to networking opportunities which will help you to excel within the industry.

There are many reasons to upgrade your membership, including the professional recognition you will receive through continuing to demonstrate and strengthen your impact by affiliation. CIRO's international reputation and commitment will only increase as you upgrade. The CIRO community is the largest collection of dedicated railway operators; therefore, members will continue to connect and network with like-minded professionals.

What are the different levels of CIRO membership?

After applying to become a member of CIRO there are three further levels you can upgrade to, all of which are determined on your work experience and professional knowledge. All members are welcome to apply for the most appropriate level to suit their individual development journey. The different levels are briefly discussed below:

Affiliate is the entry level of membership and requires no experience in the industry. Becoming an Affiliate member of the Institution demonstrates that you have taken the first steps in your professional career, showing peers and employers that you are interested and involved in the railway operations industry. As an Affiliate, you will have access to many standard membership benefits including: CPD, mentoring, events, and resources, allowing you to learn and grow in your career.

The second level is Associate (ACIRO), which

shows your peers and perspective employers that you are committed to your profession. To upgrade to an Associate member, you must have worked in the railway industry for a minimum of two years and have the basic knowledge in three of the Professional Operators Development (POD) sections. Applications require you to complete the online experience assessment, where you are able to highlight experience that you have obtained.

A Member (MCIRO) must have worked in the industry for a minimum of five years and have a good knowledge of a broad amount of the POD sections. At this level you will gain further opportunity to strengthen your CV by having the chance to become a mentor, helping to develop other rail professionals. The final milestone of a CIRO membership is becoming a Fellow (FCIRO). Fellows are recognised as the most senior members and demonstrate their proven abilities and expertise in railway operations. This level of professional credibility shows a strong commitment to the industry. To become a Fellow, you must have worked a minimum of seven years in railway operations and have in-depth knowledge of all 12 POD sections, and international experience in three sections.

How does the CIRO upgrade process work?

Becoming a CIRO member will evoke many opportunities to shape your future in the rail industry. During the upgrade process, it is crucial to meet the

specific requirements in order for your application to be successful.

You will need to demonstrate your professional knowledge and experience by writing about your own learning or experiences in line with the POD framework. For example, you may talk about projects you have worked on, experiences that you have had in your day-to-day role or learning events you have attended. You will need to reflect on what you have learned through these experiences, including what the result of the learning was and how you applied it to make improvements or recommendations.

You will also need to submit your CV annotated with references to the required POD sections.

Once you have submitted your application, it may come back with a 'call for more evidence', this is still a positive experience for your development. Reasons this may happen can vary from a section filled-in incorrectly or a specific lack of experience required for the level of membership you are trying to achieve. There is no standardised response as each application is treated individually. However, CIRO will continue to support you, and highlight the POD section(s) where more information is needed, and will also suggest resources or opportunities to develop your future application.

The CIRO upgrade panel meet five times per year in February, April, June, September, and November, meaning you have many opportunities to upgrade your application. Please ensure that your completed



application is submitted before the end of the previous month at the very latest.

Not only does CIRO membership give you professional affiliation and recognition, but it also offers access to a great network of professional expertise.

Upgrade applications can be made through the CIRO membership portal.

The membership team would be happy to talk to you about applying and point you to some resources to help you with the process such as the Upgrade Guidance Notes and POD framework criteria.

Further information

Find out more here www.ciro.org/upgrade-your-membership/ or contact our membership team at membership@railwayoperators.co.uk or on 03333 440523.



Welcome to CIRO's Newest Corporate Members



CIRO are pleased to welcome Arup and Resonate, who joined the Institution in late 2022. They join the many other corporate members in adding value to the profession, and enabling CIRO to support the development of railway operations.

ARUP

Arup is at the forefront of transformative rail around the world, we shape and deliver major rail projects for clients in the public and private sector. Our approach combines systems-thinking, the latest technologies, and decades of experience.

From a single commuter journey to a country's wider economy, rail can transform lives, businesses, and communities, and in a world trying to cope with ever-increasing demand for mobility and the effects of climate change, while adapting to rapidly evolving technology, rail is a sustainable long-term investment.

Rail projects demand a complex mix of skills and insights – from initial strategy and economics, through to engineering, people-centred design, operations, and asset management. Success depends on bringing all these elements together – brilliantly. That's why Arup's technical expertise is always backed by sharp strategic thinking, whether we're optimising existing assets and services, or designing whole new railways.

Recent Arup Project: European Train Control System (ETCS) Design and Visualisation

The Transpennine Route Upgrade (TRU) is a major, multi-billion pound programme of railway improvements between Manchester, Huddersfield, Leeds and York. It will cover a series of upgrades including track, signalling and electrification to deliver improved journey times and resilience for the region. Arup as part of the 'Transpennine Route Upgrade West Alliance' is supporting the TRU programme with a multi-disciplinary service offering. Our rail operations and rail systems teams were focussed on the signalling systems between Stalybridge and Huddersfield, and Huddersfield and Leeds. Arup worked closely to evaluate the benefits of implementing a conventional signalling system, ETCS Level 2 signalling, or ETCS with Automatic Train Operation (ATO), to support the desired service uplifts as part of the TRU, as well as understand the differences to performance and resilience in the timetable. Our expertise included the development of bespoke timetable and performance models to support the evaluation of potential benefits from ETCS and ATO, and to develop a rail signalling visualization tool.

Railway signalling is mostly understood by the users through physical objects and how they are located along the track: signals and signs. Operational safety does not only rely on technical systems, but there are also human factors from the train driver's perspective which are assessed by the process of driveability assessment during scheme design development. Traditionally this assessment is

done by reference to schematic designs and cab video of the existing line. With new in-cab signalling systems, the signalling information is given to the driver through a dynamic display inside the cab, rather than by fixed objects on the track. The display behaves differently for different types of trains and responds to dynamic effects like the speed of the train and the extent of its Movement Authority. These effects are difficult for designers and user representatives to visualise and can't be easily related to timing of delivery and where the train will be in relation to the outside world.

Our modelling process is closely connected to the railway systems design and supports both the timetable and performance evaluation of options at the same time as supporting our Rail Signalling Visualisation Tool (RSVT). Our RSVT system allows design engineers and user representatives to drive through the route and experience the lineside and in-cab signalling, enabling them to properly understand and evaluate the system behaviour in the context of its surroundings, and at an early stage of the design. The result is a better integrated design, which is reached earlier in the design process.



Resonate specialise in digital railway technology, in areas including signalling control, operations management and logistics.

Resonate provide solutions for traffic management on their digital platform, Luminate, providing a digital layer of intelligence for performance and capacity improvements and disruption mitigation.

They also offer scalable signalling control systems, ranging from simple rural routes to high-density complex areas, and operations and allocation software, to provide real time disruption management through dynamic resource planning matched to timetable changes.

Resonate know that global economies depend on people and that transporting them to the right place at the right time is critical to maximising income and productivity. Resonate aim to deliver a smarter digital railway to support the backbone of future smart cities with efficient, integrated transport systems.



Membership at a Glance

CIRO continues to grow as professionals want to take advantage of what membership has to offer.

11670
Total members

51
Corporate members

15
Events run in last 6 months

1500+
Registered for events in the last 6 months

612
New members in last 6 months

109
Upgraded members in last 6 months:

50
Associates

45
Members

14
Fellows

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@ciro_uk



Chartered Institution of Railway Operators



For detailed information on upcoming area events visit: www.ciro.org/whats-on

8 Learning & Development

CIRO Graduation 2022

Each October, we welcome a brand-new cohort of students onto our Certificate, Diploma and Degree courses in Railway Operations Management.

For many, this signifies a huge leap of faith as individuals return to higher education for the first time in many years, or in some cases for the very first time ever. Depending on the level of the programme entered, all our students work commendably through their studies over a 1–2-year period, all whilst juggling both their professional and personal lives.

It's therefore no surprise to learn that our annual graduation ceremony is a real highlight in the CIRO calendar. For our hardworking students, this marks the official end to their academic studies with us. It signifies a time of completion, and a time to acknowledge the effort and sheer determination our students have shown during their studies.

Our most recent UK graduation ceremonies were held on the 23rd and 24th November at the Glasgow Royal Concert Hall. CIRO were in attendance to congratulate our graduates in person, holding a drinks reception shortly after the ceremony. This also marked the first in person graduation in Glasgow since 2019, due to the COVID-19 global pandemic.

We hope our latest set of graduates provide motivation to all, that higher education qualifications really can be achieved at any point in life. We are honoured to present our latest set of graduates here, and wish them every success in the future:

Certificate of Higher Education in Railway Operations Management

Daniel Adams (Network Rail)
Mark Arnell (GTR)
Huwa Aslam (East Midlands Trains)
Tom Blanpain (Great Western Railway)
Alfred Brasher (Great Western Railway)
Stuart Burchett (Network Rail)
Amy Clare (Network Rail)
Graeme Cram (Great Western Railway)
Rudy Desplan (Network Rail)
Michael Dunn (Network Rail)
Ben Dyson (Northern Railway)
Craig Harwood (GTR)
Andrew Jenkins (CIRO)
Luke Jermy (Great Western Railway)
Isla Kinsey-Cameron (Great Western Railway)
Albert Edward Kynaston (Great Western Railway)
Ian Lloyd (Great Western Railway)
Thomas Mills (GTR)
Benjamin Minett (Network Rail)
Catriona Ness (Network Rail)
Grace Roche (GTR)
Joseph John Michele Martin Ruocco (Great Western Railway)
Annette Marie Shipley (CIRO)
Ingrid Sangjin Sun Norman (Network Rail)
Richard Tandy (GTR)
Bernadette Williams (Great Western Railway)

Diploma of Higher Education in Railway Operations Management

Diarmuid Fisher (Irish Rail)
Christine Lewsley (Translink)
Gary Adams (Network Rail)
Rebekah Megan Ashton (LNER)
Alison Bodie (Network Rail)
Darren Brown (Network Rail)
David Charles (Irish Rail)
David Corr (Irish Rail)
David John Earley (SWR)
Ben Alexander Hall (Network Rail)
Abda Hanif (First Rail)
Stephen Hodgkinson (Network Rail)
Joseph Keller (SWR)
Gary Leech (Irish Rail)
Aidan Martin (Irish Rail)
William O'Shaughnessy (Irish Rail)
Graham Odell (Network Rail)
Nishad Pandit (London Overground)
Samuel Burton Smith (Nottingham Trams Limited)
Robert Stapleton (Irish Rail)
Raymond Tuite (Irish Rail)
Charlie Walker (Network Rail)
Bachelor of Science in Railway Operations Management
Saleem Ali (Network Rail)
Jack Conway (TfL)
Peter Wilson (Network Rail)
Mohannad Al-Helo (Hitachi Rail)
Robert Richard Alexander (Network Rail)
Ibironke Anthony (Docklands Light Railway)

Yogeeta Bhundhoo (GTR)
Daniel Bray (Network Rail)
Philip Burke (Irish Rail)
Alan Byrne (Irish Rail)
Nitin Chugh (Riyadh Metro)
Bronwyn Clarke (Network Rail)
Graham Craig (Network Rail)
Jenna Dickson (Network Rail)
Jennifer Louise Foster (Network Rail)
Maureen Gallagher (Network Rail)
Harsha Gautam (Heathrow Express)
Louise Clare Harber (Network Rail)
Daniel Hutchison (Etihad Rail)
Oluwaleke Adebayo Idowu (TfL)
Clive Anthony Jackson (Direct Rail Services)
Christopher Jordan (Network Rail)
James Stephen Kerr-Knight (Network Rail)
Graham Levins (Irish Rail)
Declan Maguire (Irish Rail)
Andrew Moffat (Network Rail)
Adan Sharif Mohamed (TfL)
Asim Nasim (GWR)
Neil Gavin Palfreman (Network Rail)
Nishad Pandit (London Overground)
Richard James Redfern (Network Rail)
Lee Michael James Sheehy (Network Rail)
Laurence Michael Stirton (ARL)
Terry Sullivan (Network Rail)
Matthew Swancott (Network Rail)
Lee Tuttle (Cross Country Trains)

Embracing the Return of 'Face-to-Face'

You may have noticed more CIRO representatives out and about more frequently of late, at Area Council events, conferences, training days or even on site at your corporate offices.

Moving on from the lock downs of 2020/21 and subsequent uncertainty around face-to-face events, it has been invigorating over the past 12–18 months to re-connect with our members, councils, learners, and industry partners. As with many other organisations, we have taken lessons learned from the past few years and now offer hybrid solutions to many events, which strengthens our offering in many respects. However, the undeniable value of face-to-face interaction has been clear to see.

Our annual academic course launches have returned. Held in London, these give students on our academic programme the valuable opportunity to meet each other, CIRO & GCU staff and their tutors. Likewise, graduations made a return both in the UK and in South Africa



with University of Johannesburg Honours and Masters students. These were most recently held in October and November 2022, seeing hundreds of our students graduating from the programme.

Additionally, all tutorials on our academic programme have returned to a live classroom environment, providing invaluable opportunity for our academic students to professionally network as they progress their learning through the programme. These are held at CIRO HQ in Stafford within our classrooms facilities, which also allow students to join face-to-face sessions from remote locations should they not be able to attend in-person.

Having learned that online events, such as webinars, actually made Area Councils much more accessible to members than had previously been the case with in-person only, many events are now hybrid. Limited numbers of in-person attendees are joined online by members from all over the UK and abroad.

However, it is our learners who have benefited most from the return to in-person activity with a full calendar of short courses once again scheduled. We are again able to offer set training days both at our Stafford head office and externally based at the offices of our corporate members. So far this year we have held two one-day Introduction to Rail courses at CIRO head office, which have been well attended. This course is designed for those who are new to the industry, or more experienced members from support functions within rail organisations. We also recently ran the same course at WSP head office, with some great feedback.



"Thank you so much for the fantastic training yesterday. It was very impressive and helpful especially for our long-term development."

"Thanks again for the talk yesterday, it was very useful and very well presented, with good discussions throughout."

"Thank you for the valuable information delivered yesterday – it was pleasure to meet you."

Our next Introduction to Rail one-day course will be held on the 12th of July at the CIRO head office in Stafford with one more currently planned on the 26th of October. We also have two Rail Operational Planning Masterclasses, which will run over three days scheduled for 19th - 21st May and 24th - 26th November. The Operational Planning Masterclass introduces the specific tasks of operational planning and illustrates how the timetable is fundamental to a railway business, generating revenue and influencing costs. Additionally, the next intake of our academic programme in Railway Operations Management begins with our annual course launch event in London on the 7th of October.

Further information

For information on upcoming CIRO events, visit www.ciro.org/whats-on/ or for further detail on any of our short or academic courses, please contact learning@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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Catching up with Our Graduates on their Experiences

Ingrid Norman Certificate

Ingrid Norman graduated with Distinction in Railway Operations Management after completing the Chartered Institution of Railway Operators Certificate of Higher Education course.

Ingrid has 18 years of procurement and commercial experience in both private and public sector organisations, she is currently working for the Great British Railways Transition Team (GBRTT) as Industry Commercial Framework Lead. Different from railway operations, her role involves extensive collaboration with the supply chain, the Department for Transport, Network Rail, trade associations and other key industry stakeholders.

Ingrid commented: "Although my current role is not seen as traditional railway operations, the course with CIRO has provided a unique insight into the rail sector as a whole. I'm an avid learner, who is always eager to further my knowledge. This course has broadened my understanding of how critical and important operational activities are to serve our passengers and freight users. The learning has equipped me to serve my customers better as a commercial leader. "It was about challenging myself to learn something completely new, and I'm very proud that I did it!"

"My favourite modules included Customer and Stakeholder Delivery, Management Skills, Compliance, Safety and Risk, as well as Planning a Work-based Project."

Ingrid was particularly thankful to her module tutors including Chris Smith, Tony Manktelow and Piers Connor, who made the learning process enjoyable and offered her their in-depth experience in operations and academic studies.

Ingrid was determined to continue her professional development. Being trilingual and having already obtained a master's degree in International Business in France, Ingrid saw the course as an opportunity to enhance her career as an all-rounded commercial leader in rail.

She commented, "Life is about forever learning. We should stay open and embrace multiple channels of learning."

"The course offered me a new perspective on railway operations. The mindset of operating for our customers has been embedded in my way of working, I work closely with supply chains to ensure we are building towards a customer-focused culture in the rail industry."

"Through the course, I discovered that there are so many ways to learn, and the process itself matters much more than the result. I've also learned to manage my time effectively."



Saleem Ali Degree

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 in November 2021, but had to delay his ceremony due to lockdown restrictions.

The two-year course, originally to be delivered in-person, was adapted in response to the pandemic, and so all lectures and meetings with tutors were online via video conferencing software.

"CIRO's tutors did a really good job adjusting to the situation and provided a quality learning experience, despite the challenges in 2020."

He commented: "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."

William Barter, Saleem's Railway Economics module tutor, was successful in making it enjoyable through his enthusiasm and engaging lectures.

Saleem said: "I'm very lucky to have the tutors that I did as they made the course intriguing even though it was online-based."

For Saleem, the Safety Law and Emergency Planning modules stood out as they aligned with his interests and job role at Network Rail. This allowed him to apply the knowledge gained from his degree to real-life skills.

The Incident Controller aspires to develop his rail operations expertise to become a Route Control Manager. He said: "I'm definitely considering further education through CIRO."

"CIRO have been super helpful, especially Adam Fenton and his team. They've assisted me throughout the qualification and are still on hand if I need any external support."

"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."



Sam Smith Diploma

24-year-old Tram Driver, Sam Smith, completed CIRO's Diploma of Higher Education in Railway Operations Management and has since enrolled on CIRO's higher-level academic programme and will graduate with a Degree of Higher Education in Railway Operations Management in 2024.

Having established a keen interest in the railway at a young age, Sam previously volunteered at the National Tramline Museum to learn more about light rail transit (LRT). This practice partnered with his three years of tram driving in Nottingham allowed him to gain entry to the Diploma course with CIRO.

Sam commented, "I entered through recognition of prior learning. This meant I was able to use the experience from my current role as well as my previous volunteer work to show that I had sufficient knowledge of rail operations and get straight into the challenge of the Diploma course."

Coming from a light rail transit background, the course provided Sam with enhanced commercial awareness and allowed him to better understand how his role as a Tram Driver relates to the wider rail industry.

"I had a very different perspective of the subjects on the course due to my background in light rail. As the only Tram Driver on the course, this was challenging but I also believe that this allowed me to come away with a greater understanding of the rail industry as a whole, which was rewarding," added Sam.

The course offered Sam the ability to develop his railway operation knowledge, as well as gain critical thinking, problem-solving and managerial skills. He commented: "I have learnt a lot about myself from doing the course, I now know how to critique reading and communicate effectively, which I will be able to use throughout my life. Overall, I see myself as more of a well-rounded employee!"

After completing the course, Sam has also been able to upgrade his CIRO membership to the Associate level. This recognition means that he can further demonstrate his knowledge and competency, as well as add the postnominals of ACIRO to his CV.

Offering his advice to future CIRO students, Sam said: "I would advise you to get in contact with tutors and make use of the wide range of resources available. Although the course is about being an independent learner, it is also about knowing when to ask for help."

"My advice to potential learners would be to stay open-minded to new knowledge outside of your profession and most importantly, be courageous through asking questions to learn from other peoples' experiences.", added Sam.



2023 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
- Mentoring
- 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 at learning@railwayoperators.co.uk who will be happy to help you. Or for more information on any of our learning products, visit www.ciro.org/learning-and-careers.

Download the Course Brochure: Visit <https://joom.ag/sZel> to get yours.



10 Apprenticeships



The Application Process for the Next Intake of our Academic Programme is Now Open!

Are you looking for your next challenge?
Are you interested in expanding your whole system knowledge of Railway Operations?

CIRO will be hosting two open evenings designed for prospective students of our Certificate, Diploma and Degree courses in Railway Operations Management. This is a great opportunity to register your interest and hear from both current students and graduates of the programme.

Content will include:

- Which level of the programme is right for me?
 - What funding options are available?
 - What is expected of me as a student?
- How much time am I required to give to this?
 - The application process.
 - Support on offer.
- Hear from our current students and graduates.
 - Q&A session.

CIRO academic open evenings:

Tuesday 9th May 2023 17:30

Tuesday 1st August 17:30

If you would like to know more about our academic programme or would like to register to attend one of our open evenings, simply contact learning@railwayoperators.co.uk.

"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.

"I am extremely grateful to CIRO and GCU since they gave me the impetus to dream big again."

Adan Mohamed, Customer Service Manager, TfL. | Degree graduate 2022.

CIRO Awarding Organisation Offers New Opportunities for the Industry

Back in October 2021, the Institution received a Royal Charter from Her Majesty Queen Elizabeth II and became the Chartered Institution of Railway Operators. This presented a host of new opportunities under authority of the Charter. One such opportunity was the ability to create and offer qualifications to the rail operations profession.

This will allow CIRO to extend its offer to all aspects of rail operations competencies, while keeping the existing Certificate, Diploma and Degree academic qualifications currently awarded by Glasgow Caledonian University.

What this means:-

The ability to offer qualifications under the Royal Charter opens many exciting opportunities for the industry, from creating new qualifications to formalising existing training and internal programmes. CIRO can assist with product development and course design, building programmes tailored to the specific needs of a role, department, or company, and offer delivery support, approval review and External Quality Assurance (EQA).

Working with subject matter experts from railway organisations will allow for collective development of qualifications which are future facing and help to:

- Increase the whole systems thinking of rail staff
- Address the skills shortage in the industry
- Improve rail performance
- Regulate and improve qualifications in rail
- Enhance customer experience
- Make progress with the diversification of the rail workforce
- Share good practice enabling an improvement in services
- Add to the UK's knowledge-based export economy

How will it work?

As an Awarding Organisation, CIRO will work closely with subject matter experts on our product development panels, to specify course content, timeframes, assessments, and quality assurance. An organisation can then apply to become a CIRO

Approved Centre, delivering the course material within the CIRO guidelines. This may be as part of an internal training programme, department specific training or as an external training provider. CIRO will then provide External Quality Assurance (EQA) to ensure that the employer's Approved Centre meets all the required standards. On the completion of the qualification, students receive CIRO certification (which can be co-branded with an organisation).

Since the award of the Charter, CIRO have been working on developing rail sector specific qualifications which will be available through participating employers, and they are due to be published in the coming months. Additionally, CIRO have worked closely with both rail infrastructure suppliers and TOCs in developing specific qualifications for their own training needs, such as induction programmes. These include both brand new qualifications and the formalisation of existing programmes and are expected to be rolled out within their respective organisations later in 2023.

Whilst CIRO is Ofqual approved for its end-point assessment work, it is important to note that it is not approved by Ofqual for this qualification work, which is conducted under the authority of the Royal Charter.

How do I find out more?

The launch of the new CIRO rail sector specific qualifications will be publicised later in the year and detailed information will be available at www.ciro.org/awarding-organisation. For more information on these, or to discuss how CIRO Awarding Organisation can assist with your own training needs, contact projects@railwayoperators.co.uk



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CIRO's Ofsted Rating – What they said

Earlier in this edition of Bulletin we covered the joint achievement of both Ofqual recognition for EPA and the Ofsted 'Good' grade for our apprenticeship provision. Here we will cover our Ofsted report in more detail.

What is it like to be a learner with CIRO?

CIRO apprentices were given particular praise in the report for being highly motivated and taking pride in their work, leading to many feeling confident enough to take on new responsibilities in their workplace. The rate of skills and behaviours development amongst apprentices was also highlighted, with the report stating:

"Apprentices quickly develop the skills and professional behaviours they need to be successful at work. They adapt their behaviours when presented with challenges and when meeting new colleagues across their business. As a result, they become highly effective and confident managers."

This comes as no surprise to the CIRO apprenticeship team, who have been keen to shine a light on the exceptional progress of many of our apprentices over recent years. You may have seen some of the case studies on our website, social media, and previous editions of Bulletin.

What is CIRO's teaching like?

Teaching is a key focus of the apprenticeship team, who are constantly working to improve the depth and breadth of resources, content,

and engagement of their material. The CIRO Masterclasses have been a great example of this, exposing apprentices to new and exciting topics and challenging them in different ways.

"Teachers are suitably qualified and experienced in the areas that they teach. They use their extensive industry experience and vocational knowledge well to relate theory to practice. As a result, apprentices training reflects current practices in the railway industry."

Apprentices benefit from timely access to a wide range of industry specific learning resources to support their learning. This includes an extensive suite of online master classes coaching materials, and technical guides relating to the operational regulations applicable to the rail industry."

How is the CIRO apprenticeship provision managed?

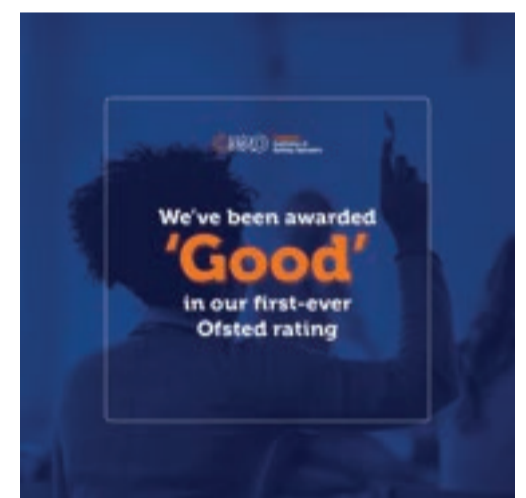
The Ofsted report also commended the effective leadership of the programme and in particular, the close ties they have built up with employers, which ensures strong communication and support for apprentices.

"Leaders have a clear and ambitious strategy for their apprenticeship programmes to ensure they

meet the identified regional and national skills shortages. Leaders in collaboration with railway employers have developed a curriculum that is designed to both extend the vocational and technical skills of current employees and support the upskilling of new entrants into the industry. Leaders work closely with employers to ensure that they fully engage in the apprenticeship."

Tina Morris, Joint Head of Apprenticeships was delighted with the overall 'Good' rating and in particular, the comments provided within the report. She commented:

"The feedback from the Ofsted report is a real boost for our apprenticeship team as we have always believed that our offering was at a great level, and now we have the official rating to back that up. The team we have here are committed to delivering high quality apprenticeship programmes and really strive to maintain this on a day-to-day basis. Since we launched our apprenticeships in 2018 we have built strong relationships with both employers and apprentices who have come through the programme. Most importantly, we have seen many apprentices go on to do great things in the industry!"



For more information

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



Meet the CIRO Apprentices Giving Back to their Communities.

At CIRO, we often focus on the outstanding achievements of our apprentices both in terms of their studies and their impact within the workplace, however, many of our apprentices also give up personal free time to volunteer for a wide range of good causes.

Not only does this allow them to contribute positively to the community, but it also helps them develop skills and gain experience that will serve them well in their future careers.

One of our apprentices, Jack Rumbold, volunteers at his local hockey club, Waltham Forest, for whom he had played for during school. Returning as an adult, Jack is now club secretary and coaches U14 mixed teams, as well as umpiring games. Jack commented: "I feel a real connection to the club as I played age group hockey at school with the club, and I have been able to return as an adult after coming back from university. I love the blend of staying active and to be able to give back."

Another apprentice - Paul Rogers, volunteers for a charity called EP Youth, which works with young people and their families in North Norfolk and has provided support, information, and positive activities for young people since 2000. As a youth worker volunteer, Paul helps with projects in any way he can, from assisting in the food bank, to fund raising for the charity and even occasional face painting! On his volunteering activities, Paul says:

"EP youth is a small charity, so as a volunteer I do anything that is required. I assist in the maintenance of the vehicles, and I PAT test all the office equipment. I am also learning to fly at a local flying club where I volunteer as a "duty pilot" on a rota, which essentially is fuelling aircraft, collecting landing fees, making drinks for landing pilots, pushing back aircraft, and keeping everything clean and tidy."

Priya Chauhan took the opportunity to carry out some charity work through her employer, East Midlands Railway (EMR). In support of a Leicester based foodbank, Priya, along with some colleagues, hosted a stand on the main concourse at Leicester station offering teas, coffees and biscuits in return for donations over a couple of days leading to Christmas, for a few hours a day. Priya reflects on the success of the activity:

"It was a success in many ways:

- It gave the opportunity to build and reinforce the brand (EMR)
- It gave the opportunity to communicate with customers
- I learnt who to liaise with to receive stock (teas, coffees, cups pump pots etc (Rail gourmet)
- I learnt who to liaise with regarding posters (advertisement)
- It was a great way of networking
- How to create a QR code for people to donate via cards
- It bought a sense of community togetherness
- The activity was rewarding
- Most importantly we raised just over £200 I would like to do more charitable activities, where possible."

We are proud to see that so many of our apprentices are actively involved in volunteering and are willing to put in the time and effort to make a positive impact in their communities. In addition to helping others, these apprentices continue to enhance their own personal growth and development.

12 Areas

Manchester Recovery Task Force

This hybrid event arranged by the North East Area Council was hosted by Richard Harper, Associate Director, Steer Group, and aimed to describe the work delivered by the Manchester Recovery Task Force to build a robust, high performing timetable in Manchester, which in turn, provides more resilience across the network.

The presentation began with an overview of the problem, which used evidence to adopt a three-stage approach:

- What were the key issues?
- A need to ensure collaboration
- Identify solutions

The May 2018 timetable impact saw a 75% increase in primary delay and a 25% increase in secondary delay with every train on the Castlefield corridor delayed by 30 seconds. This exported that delay across the network was significant.

A set of design principles were agreed and the December 2022 timetable was seen as the key mid-term intervention. The ideal traffic flow was

12 trains per hour, with peak hours seeing 13 trains per hour. Service intervals were set as evenly as possible, to provide customers with a simple service pattern.

The December 2022 timetable has been introduced and early signs are positive, although it has been difficult to isolate the performance of the new timetable due to the industrial disputes and engineering work. Manchester Airport still sees a good service level of 8 trains per hour.

A number of supporting infrastructure improvements have taken place, for example, platform extensions in Cumbria to support the operation of longer trains along the Castlefield corridor. Manchester International Depot has also been restored, to use for stabling and maintenance of EMU's.

Collaboration remained a key element of the task force, which included

industry, government and partners. Three timetable options were shared for feedback, which then proved difficult to choose a solution that was favoured as conflicting feedback was received. However, the approach taken did demonstrate a clear process to all.

The improvement journey continues, but there is clear evidence that the approach taken is starting to deliver the improvements the railway so clearly needed.



BTP Policing the Railway

The CIRO North East Area Council were delighted to invite Inspector Iain McLaren to the LNER Academy at York station to deliver a hybrid presentation to members attending in-person and around the globe via our online platform. The presentation was an honest account of his own experience working within the British Transport Police (BTP), as well as some of the history that led to the BTP being introduced.

After a light hearted introduction, Iain went on to give an overview of how the BTP were formed which goes right back to when the railways were being built. This was a time when local villagers became frustrated with intoxicated workers becoming unruly in the local hostels, resulting in the need for a resource to oversee the workforce.

This naturally flowed into a more detailed update on the modern-day setup of the BTP and how they are accountable for policing the railways in England,

Scotland and Wales through their B, C and D Divisions which brought around a question from the audience of why there was no A Division.

The core principals of the BTP were covered which are to:

- Reducing violence towards passengers
- Tackling violence towards rail staff
- Reducing violence towards BTP officers
- Tackling knife crime

To support the delivery of these principals across all three divisions the BTP are resourced appropriately with 3,195 Officers, 210 PCSOs, 1,543 police staff and 265 Specials at the last count.

Iain then went on to share some tales from his time in the police force to help our members really understand the magnitude of the challenge that he, and his colleagues face on a day-to-day basis ranging from responding to train conductors over fare irregularities, to managing sports fans, to the

most extreme events, reacting to emergencies that require complex multi-stakeholder responses.

The final part of Iain's presentation was to update the audience on some of the broad range of campaigns that they are currently delivering, such as reporting and tackling sexual harassment on the rail network and "you vs train" to raise the awareness of the dangers of railways, to name just two.

We would like to pass on our thanks to Iain for taking the time to attend our CIRO North East Area event and dedicate his own time to talk to our members and raise awareness of the great work that the British Transport Police are delivering for the industry.



Introduction to European Train Control System (ETCS)

Fifteen fortunate members met in Derby on 4th April for a strictly limited and fully booked event, hosted by the Midlands Area Council. A presentation on the exciting digital age of operations was delivered by CIRO members Justin Monk FCIRO, Senior Operations Interface Manager at Network Rail and Matthew Teller ACIRO, ERTMS Integration Manager at Govia Thameslink Railway.

Attendees were informed how the GB railway will introduce digital train control technologies helping transform the rail network for passengers and freight users by increasing capacity, reducing delays, enhancing safety and driving down costs. They also learned how digital technology will create a more dynamic, more reliable, and more flexible East Coast Main Line for those that depend on it.

In the first presentation, Justin explained the

basics of ETCS and the three forms of traffic management together with the levels used and up to the East Coast Digital Programme. This was followed by co-presenter Matthew, who delivered the next section, which concentrated on the driver's point of view. He added some depth to some of the levels and illustrated the Driver Machine Interface (DMI). This was followed by a run on the portable simulator from Finsbury Park into Moorgate. Overall this is a whole new mode of driving where much more information is provided to the train driver. A lively question and answer session followed.

Both presentations were supported by illustrated slide packs which were made available to the attendees. Matthew added that there is a video example of the simulator available on YouTube under the heading of Northern City Line Signalling Upgrade. Here is the video link: www.youtube.com/watch?v=FdCrzBbZARI.

Our thanks go to our presenters and to Rail Operations Group who hosted our event in Derby.

As this proved to be such a popular event the Midlands Area Council are looking into the possibility of repeating this event later this year. Keep an eye on the CIRO events page for details: www.ciro.org/whats-on.



Midland Main Line Electrification – Getting the Wires North

In February, the South East Area Council invited members to attend an in-person talk where they heard from Network Rail's Gavin Crook and East Midlands Railway's Duncan Cale about the challenges and innovations involved with extending the electrification on the Midland Main Line.

So long, a 'Cinderella' route, electric passenger services started running from London to Corby in May 2021 following commissioning of new OLE between Bedford and Corby. This project was delivered on time and under budget, but with future enhancement funding tight across the industry, the challenge is to cut costs further.

The efficiencies from keeping the supply chain active have been realised on a further 10km of electrification towards Market Harborough, which is currently in delivery. The next challenge

is designing and delivering a further 17km to Wigston. Network Rail has moved from the old GRIP (Governance for Railway Investment Projects) process to the more dynamic PACE (Project Acceleration in a Controlled Environment). This has supported the fast-track development of the new scope and the continued ratcheting down of costs. The programme has been designed to maximise efficiency of delivery. Technical innovations are also being used to cut costs, allowing wires closer to structures and modifications to rolling stock. A new solution is also proposed to upgrade parts of the old electrification system between St Pancras and Bedford to allow 125 mph running, but this part of the project still needs to be approved.

To support the continuing electrification, EMR has purchased a fleet of class 810 bi-mode



trains. These will allow the release of benefits on an incremental basis as further sections are energised. Based on the DfT Integrated Rail Plan, this should be all the way to Sheffield in the future.

The key to the success of the upgrades in the East Midlands has been the partnership approach shown across the industry and with the DfT. There is a big drive to get the electrification of this key route in place, driving cost and programme efficiency, and delivering environmental and passenger benefits.

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'

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Golden Whistles 2023

Rail industry colleagues were gathered on the 3rd of March 2023, at the Marriott Grosvenor Square in London for the annual Golden Whistles Awards. Now in its fourteenth year, the prestigious event celebrates operational excellence in the industry and is run by the Fourth Friday Club in association with Modern Railways in conjunction with CIRO.

The event was hosted by MTR UK CEO Steve Murphy, while a morning conference on operational issues included presentations from Network Rail Chief Executive Andrew Haines.

The Special Award was presented to the teams from Transport for London and MTR Elizabeth line which successfully launched London's new Elizabeth line last year. This year's Lifetime Achievement Award was also a reflection of the Elizabeth line's success, and was presented to TfL's Elizabeth Line Director, and former CIRO chair Howard Smith.

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:

The full list of winners is detailed below.

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

London and South East:

Gold: Greater Anglia;
Silver: West Midlands Trains

Regional:

Gold: Merseyrail;
Silver: ScotRail

Long Distance:

Gold: Greater Anglia;
Silver: CrossCountry

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

Gold: Rail Operations Group;
Silver: DB Cargo

Minimising Delay Minutes on Self (passenger and freight operators)

Gold: Greater Anglia; **Silver:** DB Cargo

Network Rail Route (minimising delay minutes)

Gold: Scotland
Silver: North West

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

Gold: Northern Line;
Silver: Circle and Hammersmith Line

Irish Rail

Right Time Punctuality:

Gold: Maynooth Commuter

Minimising Delay Minutes:

Gold: Maynooth Commuter

Outstanding Individual Operator

Gold: Mike Hoptroff, West Midlands Trains

Silver: Christopher Thompson-Warner, Southeastern

Highly Commended:

Simone Carter, West Midlands Trains

Outstanding Operating Team

Gold: Cross-Industry Teams delivering services for the Commonwealth Games

Silver: South Western Railway on-train service, safety, disorder team for three-way radio deployment

Highly Commended:

21st Century Operations team, Network Rail

Special Award

Elizabeth Line launch:

Transport for London and MTR Elizabeth line

Lifetime Achievement Award

Howard Smith