

# **Experience Assessment Upgrade**

# **Guidance Notes**

# CIRO Experience Assessment Upgrade Guidance Notes

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## Introduction

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

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

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

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

## Personal Details

Membership upgrades take place via the CIRO Members' Portal

Log in at [www.ciromembers.org](http://www.ciromembers.org)

If you need help logging in, please contact the Membership Team at [membership@railwayoperators.co.uk](mailto:membership@railwayoperators.co.uk)

# What to include in your Experience Assessment Application

## Your application must include:

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

See below for more detail.

## Annotated C.V.

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

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

## Your C.V. should include as a minimum:

### Your Current Job Role

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

### Your Railway Operations Career History

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

### Your Education and Training

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

## POD sections knowledge & experience summary

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

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

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

## Tips for completing your POD sections

Each section should be a concise and relevant summary that meets the evidence criteria of the POD section.

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

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

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

If you are applying for a senior level of membership, don't forget your more junior roles, especially when it comes to front-line customer experience. However, if you still need to consider your experiences in light of the level you are applying for. Also clearly highlight your international experience so that it is clear on your application.

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

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

As a general rule spend less time describing what happened and more time reflecting on the consequences, lessons learned, impact and way forward etc.

## Additional evidence

You can upload up to 4 documents that support your application.

Additional documents must relate to you personally and you must reference them in the POD sections to explain why they are relevant evidence.

### Supplement your hands on experience

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

### Events and Webinars

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

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

### Research and Reading

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

### Interview or Shadow a colleague or other operator

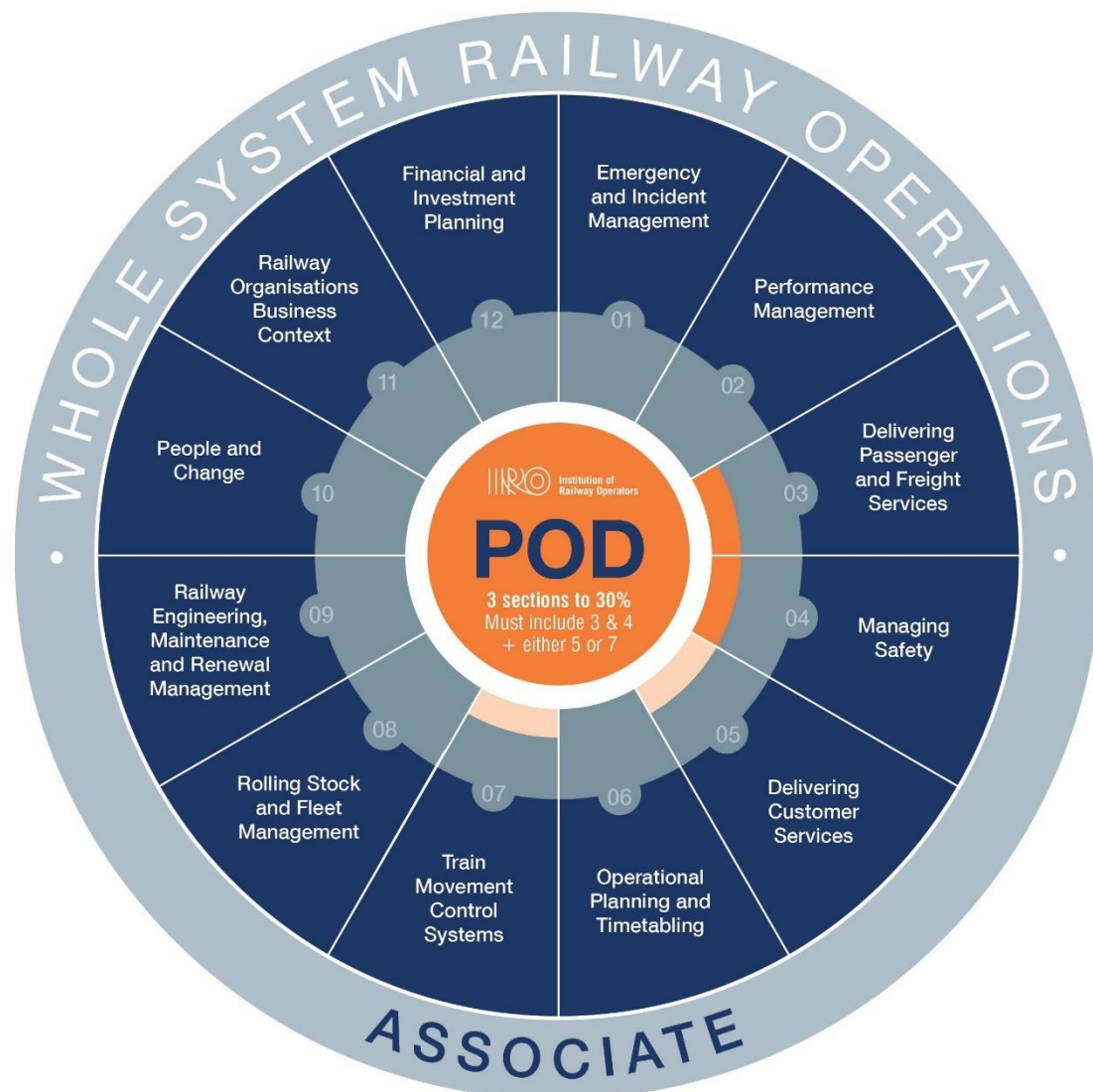
Ask to shadow or interview a colleague in a particular department to get an inside look into a particular specialism. As always, think about what you got out of it and what you have then considered going forward. Demonstrate this thought in your application.

### Qualifications

If you have a relevant qualification, don't just list the modules, explain how it relates to each of the relevant POD sections, including examples of how you have or could apply this knowledge.

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

## Considerations for Associate Applications



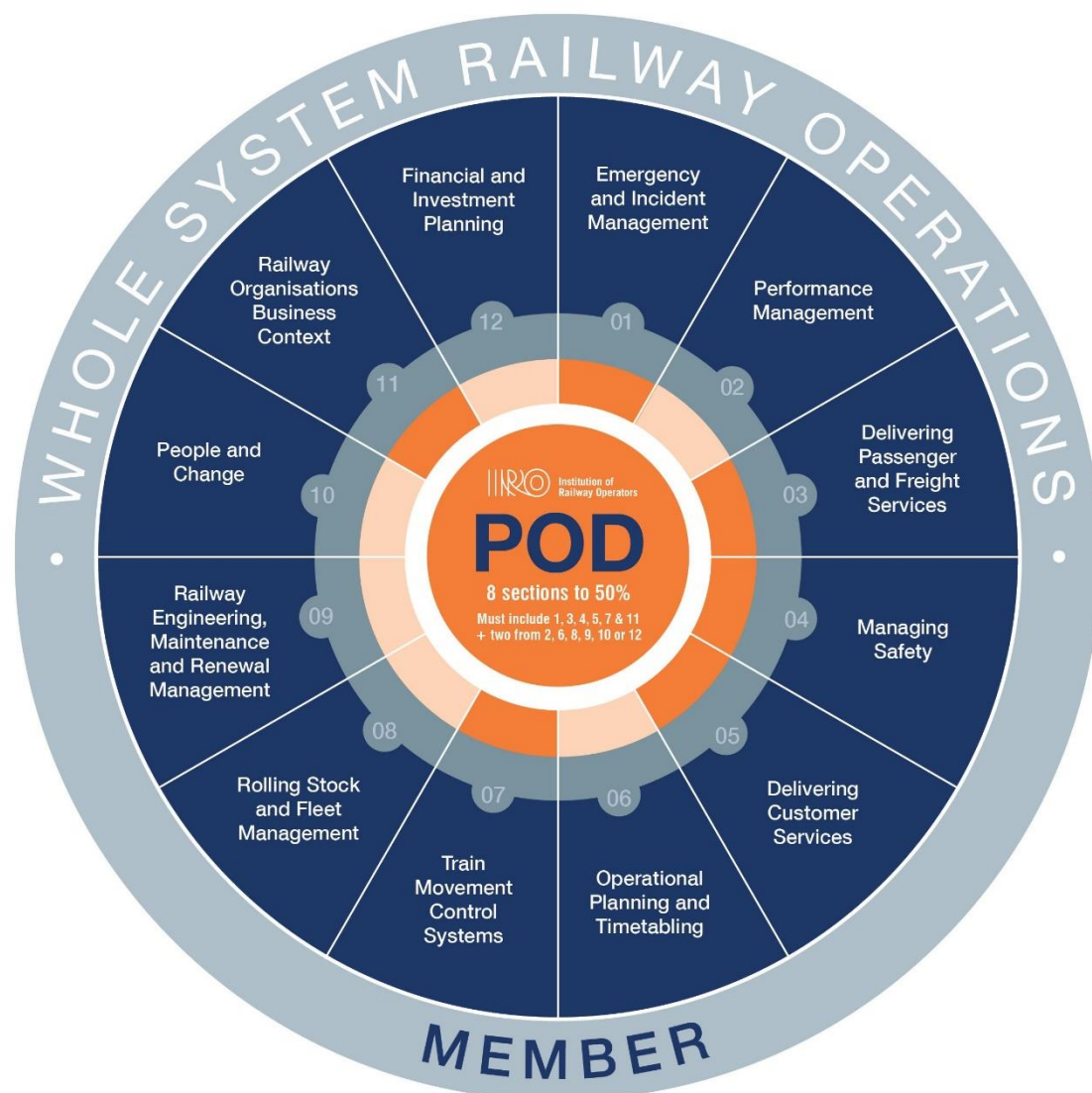
### Requirements for Associate level

Minimum operators work experience required	Two years
Knowledge	Your own organisation and locality
Relevant POD Experience	Three sections to 30% competency
Required (dark orange)	3 & 4
Plus one from (light orange)	5 or 7

### Suggestions for Associate level

The level of thinking you should be able to give	Arrange, order, define, recall, list, name, relate/connect, describe, recognise, explain
How many personal examples per POD section	One example

## Considerations for Member Applications



### Requirements for Member level

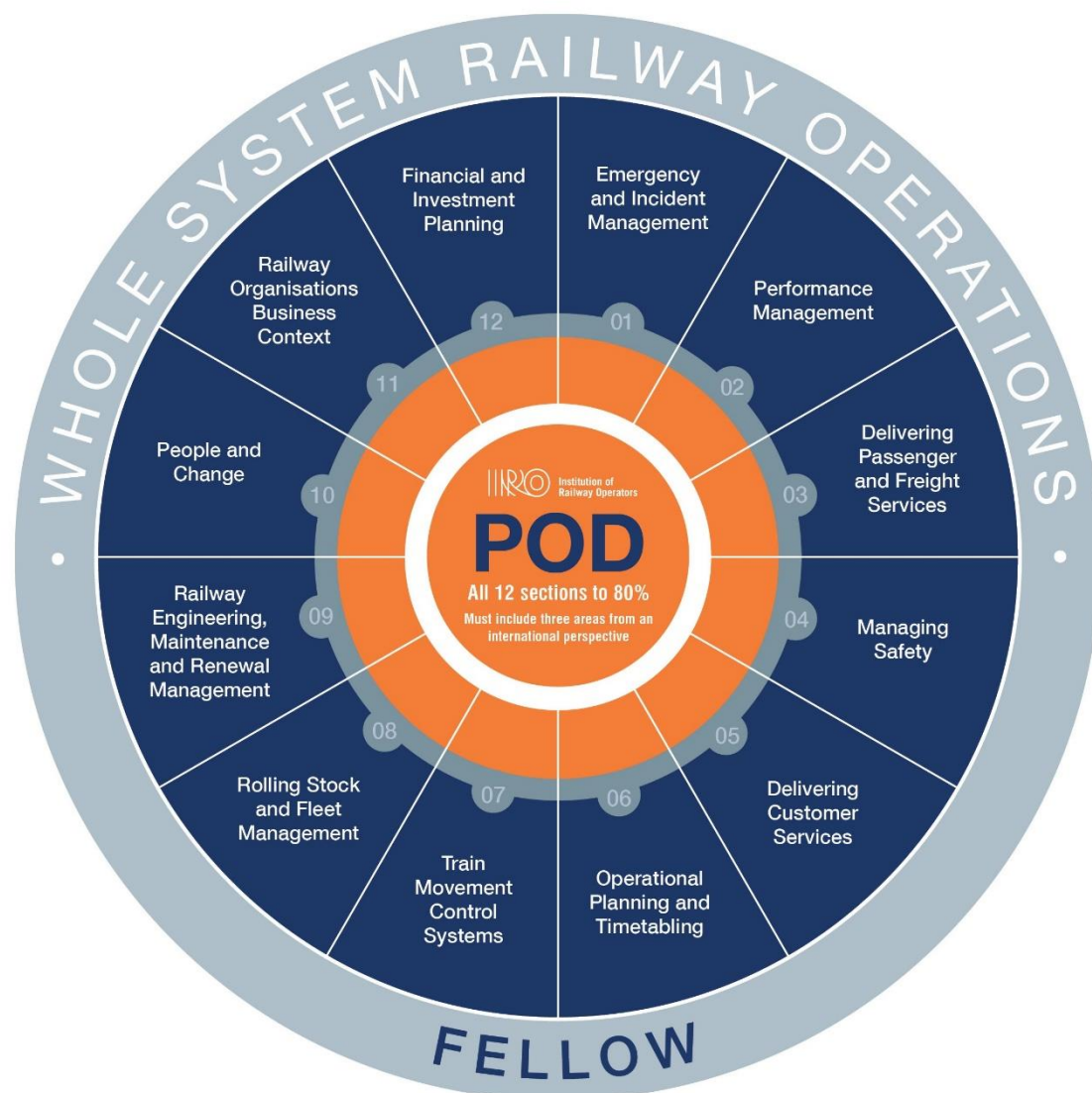
Minimum operators work experience required	Five years
Knowledge	Local, regional and national working knowledge
Relevant POD Experience	Eight sections to 50% competency
Required (dark orange)	1, 3, 4, 5, 7 & 11
Plus two from (light orange)	2, 6, 8, 9, 10 or 12

### Suggestions for Member level

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



## Considerations for Fellow applications



### Requirements for Fellow level

Minimum operators work experience required	Seven years
Knowledge	Local, regional and national and international working knowledge
Relevant POD Experience	Twelve sections to 80% competency
Required (dark orange)	All sections 1-12
Plus	Three chosen sections from an international perspective

### Suggestions for Fellow level

The level of thinking you should be able to give	Appraise, calculate, contrast, distinguish, question, infer, predict, assess, rate, estimate rank and critique
How many personal examples per POD section	Several examples



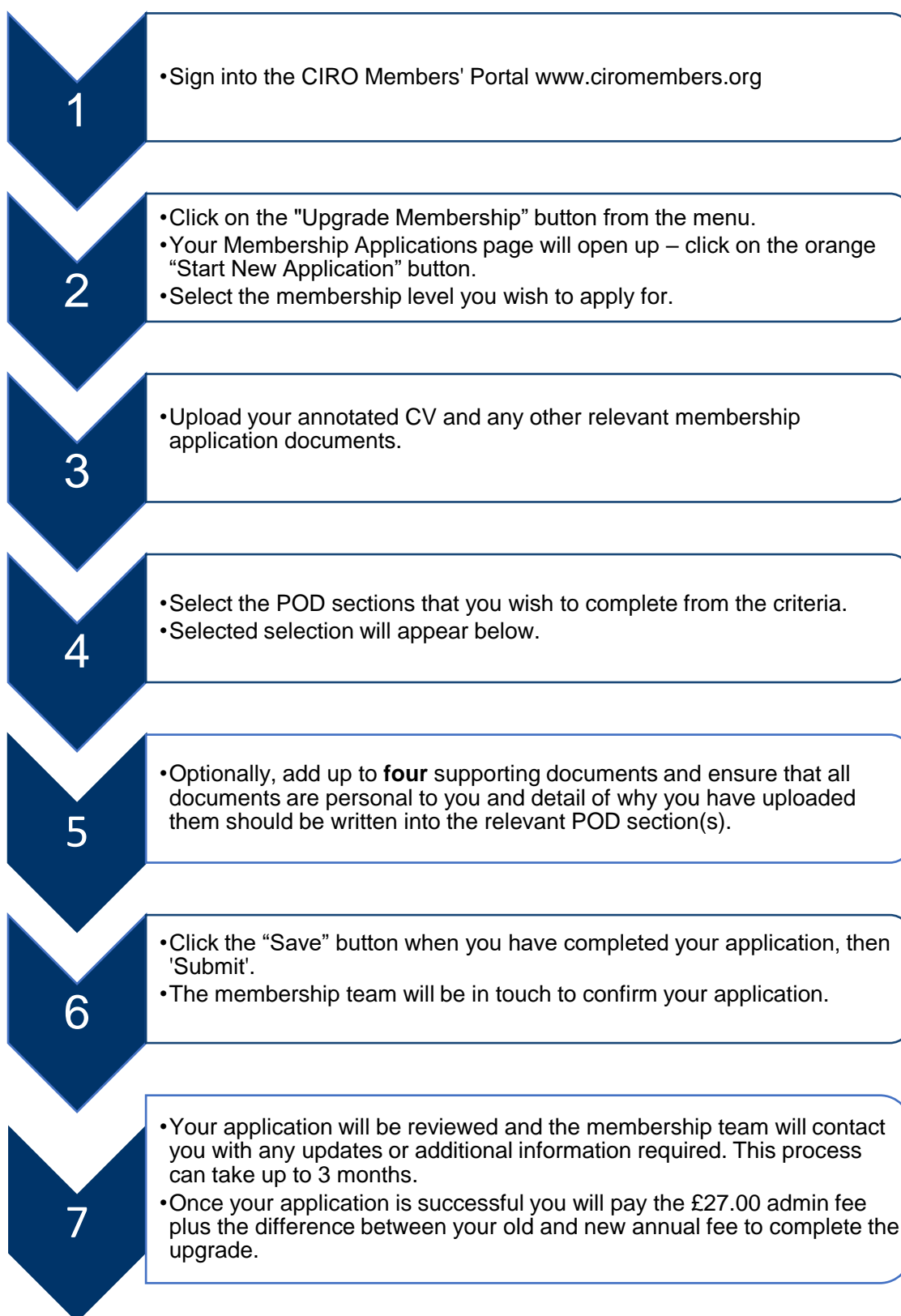
### International experience

For Fellow level membership you must demonstrate international knowledge in three POD sections.

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

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

## Submitting your Experience Assessment Application



View the full user guide in [Appendix 2](#).

## Our Membership Standards Panel

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

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

## Fees

Membership Level	Annual Fees	Upgrade fee*
<b>Standard</b>		
Affiliate	£36	N/A
Associate	£48	£27
Member	£84	£27
Fellow	£120	£27
<b>Corporate member employees</b>		
Affiliate	Nil	N/A
Associate	Nil	Nil
Member	£84	£27
Fellow	£120	£27
<b>Concession</b>		
Affiliate Retired	£18	N/A
Associate Retired	£24	£27
Member Retired	£42	£27
Fellow Retired	£60	£27
Student Affiliate	£18	N/A
Student membership only applies to Affiliate level.		

Upon completion of your upgrade, you will, if applicable, be asked to pay the difference between your old and new annual fee plus the £27.00 administration fee.

\*Upgrade fee payable upon offer of upgraded level.

## Member Distinctions

Membership Level	Post nominal letters	Membership progression	Annual maintenance	Voting member	Code of Professional Conduct applies	Membership Terms and Conditions apply
Affiliate		Associate	Voluntary CPD 16 hours minimum advised	No	No	Yes
Associate	ACIRO	Member	Mandatory CPD 16 hours minimum advised	Yes	Yes	Yes
Member	MCIRO	Fellow	Mandatory CPD 24 hours minimum advised	Yes	Yes	Yes
Fellow	FCIRO		Mandatory CPD 24 hours minimum advised	Yes	Yes	Yes

## Resources

### POD Self-Assessment Tool

The POD self-assessment tool is available in two formats:

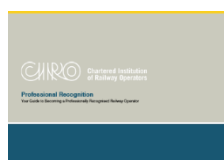
- In the CIRO Members' Portal
- And a PDF version – see link below



[POD](#)

### Professional Recognition Brochure

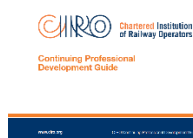
Learn more about professional recognition with CIRO



[Professional Recognition Brochure](#)

### CPD Guide

Learn more about CPD including CIROs CPD policy.



[CPD Guide](#)

## Events

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

## CIRO TV

Visit CIRO TV to watch recorded presentations, the videos are tagged by POD section so it's easy for you to find content around a specific POD section. Access CIRO TV on the CIRO Members' Portal

## Publications

Gain additional insight by reading up on the Operators Handbook or periodicals. For more information see the resource page of the CIRO Members' Portal.

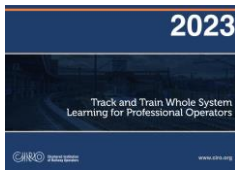
## Mentoring

Look for a mentor to help you to reach your upgrade goal and for other professional guidance. For more information see the [CIRO website Mentoring Page](#)

## Course Brochure

Learn more about Railway Operations in one of CIRO's various learning options.

### [CIRO Course Brochure](#)



## Contacts

We are here to help, so please get in touch.

Membership & Engagement Manager – Kelly Marklove - [kelly@railwayoperators.co.uk](mailto:kelly@railwayoperators.co.uk)

Membership Co-Ordinator – Carolyn Hughes - [membership@railwayoperators.co.uk](mailto:membership@railwayoperators.co.uk)

CPD Co-Ordinator & Quality Assurance – Liz Walker – [CPD@railwayoperators.co.uk](mailto:CPD@railwayoperators.co.uk)



## Appendix 1 - Summary of experience against CIRO POD sections

### Summary of experience against CIRO POD sections

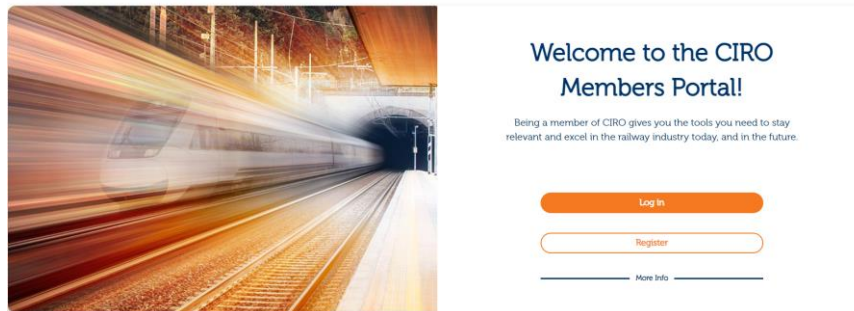
You may use this summary chart to list the experience from your C.V. and indicate what level of experience (International, National or Local) you have gained in each relevant POD section. Expand chart as necessary. Alternatively, annotate this information directly onto your C.V.

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

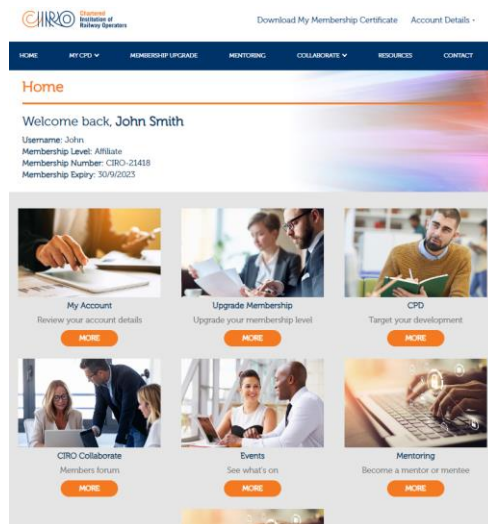
Employment Roles	Location	Duration	1	2	3	4	5	6	7	8	9	10	11	12
1.Emergency and Incident Management 2.Performance Management 3.Delivering Passenger and Freight Services 4.Managing Safety	5.Delivering Customer Service 6.Operational Planning and Timetabling 7.Train Movement and Control Services 8.Rolling stock and Fleet Management					9.Engineering, Maintenance and Renewal Management 10.People and Change 11.Railway Organisations Business Context 12.Financial and Investment Planning								

## Appendix 2 - System User guide

1. Login to the CIRO Members' Portal or if you are not a member you will need to register first. Visit [www.ciromembers.org](http://www.ciromembers.org)



2. Click on Membership Upgrade from the menu.



3. Before you begin, download the Upgrade Guidance Pack to read the Upgrade Guidance Notes and review the POD criteria for the applicable sections. You can also see a summary of the levels at the bottom of the webpage.

## My Membership Upgrade

On this page you can start a new application, continue or amend an existing application and also, view submitted applications.

### Before you begin


1. Download the upgrade guidance pack and read the guidance notes
2. Decide which level to apply for and select the level below
3. Generate your application form by selecting which optional POD sections you want to complete in addition to the mandatory (not applicable for Fellow as all sections are Mandatory)
4. Complete the application form by evidencing your knowledge and experience in each of the sections and by uploading your C.V. and other relevant evidence.

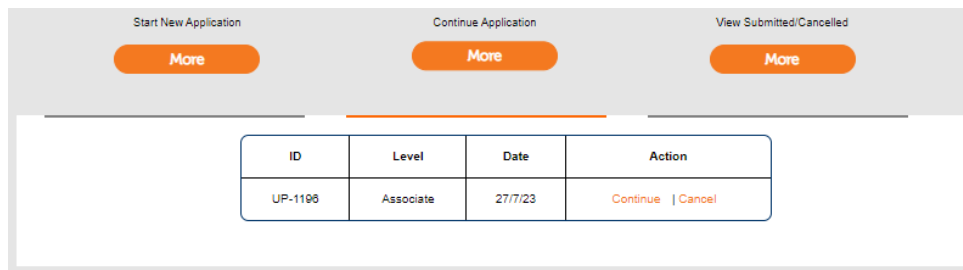
If you need any further support with your application, please get in touch with the membership team [membership@railwayoperators.co.uk](mailto:membership@railwayoperators.co.uk)

[Download Upgrade Guidance Pack](#)


4. Click to start a new application and then choose the level you wish to apply for.

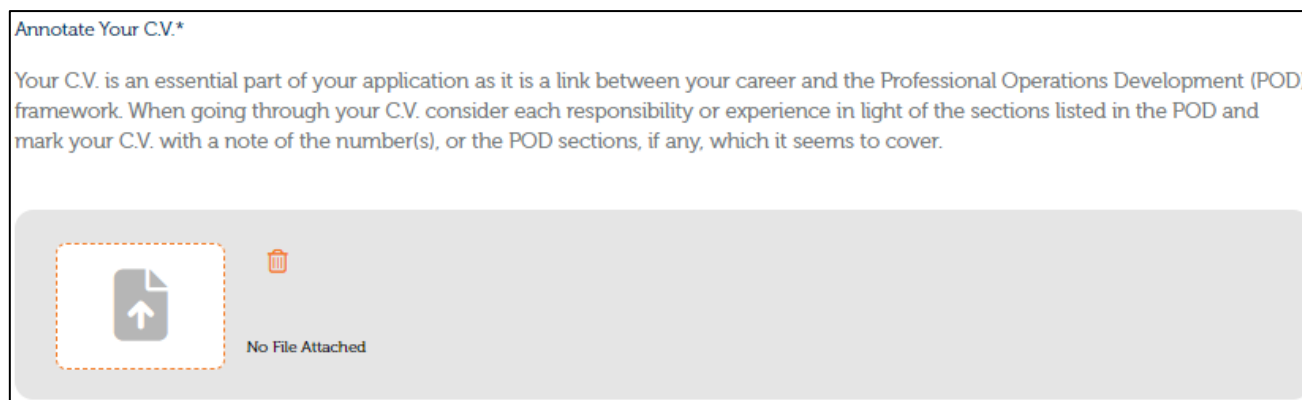
Start New Application	Continue Application	View Submitted/Cancelled
<a href="#">More</a>	<a href="#">More</a>	<a href="#">More</a>
<div>Associate</div> <div><a href="#">Start</a></div>	<div>Member</div> <div><a href="#">Start</a></div>	<div>Fellow</div> <div><a href="#">Start</a></div>

5. At any time, you can save your application and come back to it later, the  button is at the bottom of the application page.
6. To continue with an application that has already been started, navigate to the Membership Upgrade page as in point 2. and select Continue Application. From here you can continue or cancel your application. Note that you cannot have more than one upgrade application ongoing, you must cancel or complete one before beginning another.





ID	Level	Date	Action
UP-1195	Associate	27/7/23	<a href="#">Continue</a>   <a href="#">Cancel</a>

7. Once in your application, you must scroll to the bottom and press  to continue inputting information.
8. You will be required to upload your C.V.



**Annotate Your C.V.\***

Your C.V. is an essential part of your application as it is a link between your career and the Professional Operations Development (POD) framework. When going through your C.V. consider each responsibility or experience in light of the sections listed in the POD and mark your C.V. with a note of the number(s), or the POD sections, if any, which it seems to cover.

  
No File Attached

9. You will see which POD sections are mandatory and which are optional and be able to select your choice(s). Once you have selected a section a text box will appear below. You can change your optional choice if you wish. The below example of for associate. Note that all sections are mandatory for Fellow level. Write or copy and paste your experience into all boxes as appropriate to your application.

### Mandatory Sections:

These sections are required to successfully complete your upgrade application.

- POD 3 - Delivering Passenger and Freight Services
- POD 4 - Managing Safety

### Optional Sections:

1 of these sections are required to successfully complete your upgrade application.

- POD 5 - Delivering Customer Services
- POD 7 - Train Movement Control Systems

POD Evidence\*

When completing the upgrade application make sure to demonstrate what you have achieved and why this is relevant to your career. Take into consideration how much evidence is needed to cover the requirements for for each POD section and keep this information concise.

Select the POD section below to add your evidence in the word box underneath.


<input type="radio"/> POD 1	<input type="radio"/> POD 2	<input checked="" type="radio"/> POD 3	<input type="radio"/> POD 4	<input type="radio"/> POD 5	<input type="radio"/> POD 6
<input type="radio"/> POD 7	<input type="radio"/> POD 8	<input type="radio"/> POD 9	<input type="radio"/> POD 10	<input type="radio"/> POD 11	<input type="radio"/> POD 12

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POD 3 - Delivering Passenger and Freight Services






Use the word box below to input your POD evidence.

10. For Fellow applications, you must also select 3 sections where you have included international experience.



☐ Includes My International experience

11. Optional - you can add up to four optional documents to support your application. Ensure that you reference each additional attachment in the POD section box that it supports.

Evidence 1	Evidence 2	Evidence 3	Evidence 4
			
No File Attached 	No File Attached 	No File Attached 	No File Attached 

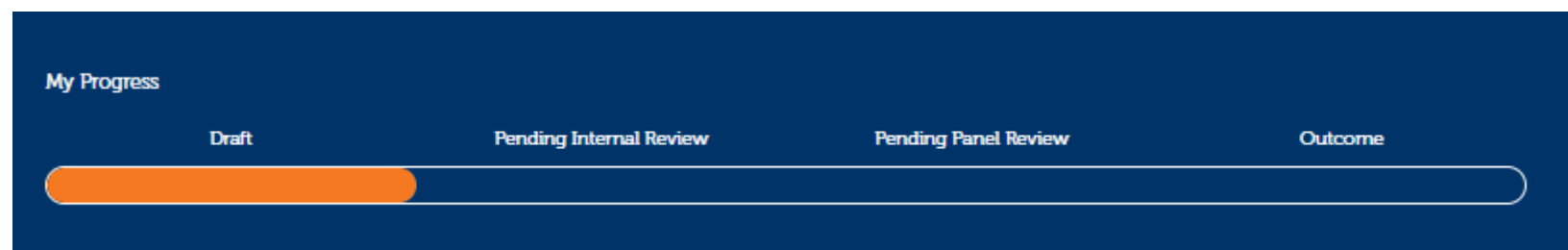


12. Once you are ready to submit your application, scroll down to the bottom of the page, if you have not yet saved your application then you will only see the Save button, please press save. Once saved scroll back down and you will then see the Submit button.

A horizontal bar with a white background and a thin black border. On the left side, there is a light orange rounded rectangle containing the word 'Save' in orange text. On the right side, there is a solid orange rounded rectangle containing the word 'Submit' in white text.

13. If you have not met any of the required information, then a text box will appear to remind you.

14. You will be able to see your application's progress on the progress bar.



**Draft** means that you have not yet submitted your application.

**Pending Internal Review** means that the CIRO Membership Team have not yet completed their internal check to ensure everything is included in the application ready for the Panel Review. – If there is something missing then we will email you with instructions and your application will go back into draft status for you to edit and re-submit.

**Pending Panel Review** means that the application has passed the internal review and is awaiting the Upgrade Standards Panel (which occur 5 times per year). If the Panel require further information, you will receive an email with instructions and your application will go back into draft status and you will be able to access it from the View/Submitted/Cancelled option.

**Outcome** means that the Panel have reviewed your application and you should expect to hear from us soon.

15. You can view submitted and cancelled applications from the Membership Upgrades page.

Start New Application

Continue Application

View Submitted/Cancelled

More

More

More

ID	Level	Date	Status	Action
UP-1196	Associate	27/7/23	Cancelled	<a href="#">View</a>
UP-1197	Associate	27/7/23	CIRO Review	<a href="#">View</a>   <a href="#">Cancel</a>

16. Once an upgrade has been approved, we will email you to inform you and to request any payments that are due. Note that we do not charge for upgrades until a successful outcome has been achieved.

If at any time you have any queries, please contact us:

[membership@railwayoperators.co.uk](mailto:membership@railwayoperators.co.uk)

0044 (0) 3333 440523