Quality Assurance Policy (Academic Programme)

1. Purpose
Chartered Institution of Railway Operators (CIRO) are committed to providing an exceptional educational experience through our academic programme.

Our quality policy reflects our dedication to continuous improvement, innovation, and the pursuit of excellence. We strive to ensure that our academic programme meets the highest standards of quality and delivers value to our stakeholders. We aim to provide a high-quality experience for our students which will enable them to develop and progress in sustainable employment in their chosen area.

In addition to providing excellent learning and development resources and employing well-qualified, experienced staff we ensure that the standard of curriculum delivery remains high and continuously improves by monitoring the work we do with a set of quality improvement arrangements.

Furthermore, the academic programme is also subject to an external quality assurance policy through our partner, GCU. To find out more please visit: https://www.gcu.ac.uk/aboutgcu/supportservices/qualityassuranceandenhancement/qualityassuranceandenhancement/policy

2. Student-Centric Approach
CIRO strive to create an inclusive and supportive learning environment that prioritises the needs and aspirations of our students. The academic programme aims to encourage the development of student personal and intellectual growth by providing an engaging and inclusive learning environment. We are dedicated to equipping our students with the knowledge, skills, and values necessary for their future success.

3. Curriculum Excellence
All our specialist learning material and course content has been created and written by experts in conjunction with leading railway operators. The subject matter experts are highly qualified and engage in ongoing professional development to enhance their teaching practices. CIRO are committed to developing and delivering a rigorous and relevant curriculum that aligns with the latest advancements in the rail sector. We encourage innovative learning approaches that promote critical thinking, problem-solving, and reflection.

4. Continuous Improvement
We believe in a culture of continuous improvement. CIRO regularly review and evaluate the academic programme to identify areas for enhancement. Feedback from students, subject matter experts, partnerships and other stakeholders is valued and used to implement necessary changes. We embrace emerging trends and best practices to ensure that our programme remains at the forefront of academic excellence.

Through the Quality Improvement Plan (QIP) the academic team will record and monitor improvement initiatives.
5. Research and Academic Activities

CIRO encourages and supports research initiatives that contribute to the advancement of knowledge and address real-world challenges. Integration of research findings into the curriculum enriches the academic experience and nurtures a spirit of inquiry among our students.

6. Student Support and Success

We are dedicated to providing comprehensive support services to encourage student success. We strive to create a supportive and inclusive environment that promotes development, student well-being, and a sense of belonging. CIRO academic department team are readily available to assist and support students in their educational journey.

7. Collaboration and Partnerships

We actively seek opportunities for collaboration and partnerships with other institutions, industry professionals, members, and the wider community. These collaborations enrich our academic programme by providing exposure to diverse perspectives, adopting interdisciplinary approaches, and enhancing the relevance of our curriculum.

8. Quality Assurance

CIRO have established robust methods for quality assurance to ensure the effective implementation of our academic programme. Regular audits, assessments, and evaluations are conducted to maintain high standards of quality. We adhere to relevant accreditation standards and regulatory requirements to ensure transparency, integrity, and accountability.

9. Stakeholder Engagement

Feedback is highly valued by CIRO from our stakeholders which include students, subject matter experts, partnerships, alumni, employers, members, and the broader community. We actively engage with them through various channels, such as surveys, forums, and advisory committees, to incorporate their perspectives and align our academic programme with their evolving needs.

10. Summary

This quality policy serves as a guiding framework for our academic programme. We are committed to its effective implementation, monitoring, and continuous improvement. By upholding these principles, we aim to champion the professional development of those working in railway organisations enabling the whole railway system to succeed.