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Delivering
The whole spectrum of knowledge in railway operations

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We provide continuous professional development, courses, publications, events, accreditations and mentoring as the means to helping your organisation get the right outcomes.

We count our success by the positive effects we have on your business:
» people made capable
» people who know more
» people encouraged to self-develop
» people who can make connections
» people with good networks

Capable, effective workforces are behind every good business. We bring you some examples of how we work with our customers.
Increasing the organisation’s knowledge
In our recent corporate survey 70% of respondents said they saw the IRO being able to “provide employees with an overview not possible in the workplace.”

We have captured the whole spectrum of knowledge in railway operations in courses, publications and event programmes. It is so easy to offer your employees the breadth of learning their career demands.

“At Southern we have a strategic approach to developing people; explicitly aiming to continuously improve our knowledge and capability through education, training, coaching, social networks and systems. We have built strong internal resources to support this and supplement with carefully selected, tried and tested external suppliers. We have used the IRO academic provision as part of this strategy over many years. In 2009 we reviewed the external providers that we were using in terms of the value they offered both to our people and to our organisation. We continue to work in partnership with the IRO who understand the challenges we face, connect our people to learn socially with others in the industry, inform them about processes and issues which they may not experience locally and equip them for broadly based problem solving. Together, we have supported over 30 of our people in the past few years to gain academic qualifications at Certificate, Diploma and Degree level and the feedback received has generally been very positive; Our people have been able to confirm the skills that they have built through their career and have learned new ones which have really helped to develop themselves and our organisation, not to mention the undoubted value of the connections they bring back into the business.”

Matt Watson, Southern Railway
Ensuring the organisation has the right people
Our survey results showed 63% of respondents “saw the IRO accredited programmes as being of use in their organisation’s planning.”

Whether it is used for large numbers or selectively for particular individuals, a programme of operations learning has been successfully used to improve organisational longevity.

“Iarnród Éireann/Irish Rail (IE) has used the IRO’s academic courses since the programme’s inception. We have linked the programme to our internal succession planning and are now seeing the benefits in our business as students apply their learning. The IRO courses provide students with a supplemental knowledge base that they may not be exposed to in their day to day work but the thing I notice the most in Ireland is the thirst for knowledge our employees have and the sheer delight they get in successfully navigating the IRO educational programmes. This is good for our employees and great for the company.”

David Franks, Iarnród Éireann/Irish Rail

“During my 10 years with Iarnród Éireann/Irish Rail (IE) the IRO was a great support to the business in helping to develop the next generation of professional railway operators in Ireland.

In total to date, 44 IRO Certificates, Diplomas and Degrees have been awarded to IE colleagues. The attainment of these qualifications is now a key element in career development and succession planning in IE’s operations function. I firmly believe that the work of the IRO, together with the studious endeavours of many members of Iarnród Éireann’s operations staff, will help deliver the operation of safe, reliable and high quality train services in Ireland for the next generation.”

Dick Fearn, FIRO
Promoting continuous learning

Delivering the whole spectrum of knowledge in railway operations
We offer a simple way of engaging your workforce in self development. Once they have joined us they have immediate access to free mentoring, free events, and with the use of the POD, a free skills and knowledge gap analysis.

“Our approach to people development allows us to take people with little or no background in transportation to a point of excellence in line with our business aspirations.

We found the Institution of Railway Operators Professional Operators Development (POD) tool, to be a useful complement to our existing training procedures. It clearly outlines the essential areas of knowledge and expertise for operators and allows our employees the opportunity to access information free of charge under our corporate membership.

We anticipate that all our operations staff will be using this tool by the end of 2014 as part of their personal development planning.”

Tom Norris, Edinburgh Trams
Providing academic attainment to the industry

Delivering the whole spectrum of knowledge in railway operations
We offer the only professional academic qualifications for railway operators. Not only are they unique they are designed to work in a 24/7 industry and because we always try to put your interests first they are among the most affordable UK degrees on offer. Specialised academic attainment is a useful workforce improvement tool the world over.

“We are responsible for building the skills that are required by Transnet Freight Rail. This involves training, re-training and building the skills pipeline to ensure that our organisation can compete effectively by leveraging the skills of our workers.

The Market Demand Strategy seeks to ensure that Transnet Freight Rail continues to contribute to the development of our country. What we seek to do is ensure we create opportunities, the infrastructure and environment that will support the skills Transnet needs.

We have created partnerships with international training institutes and universities such as the Institution of Railway Operators, Glasgow Caledonian University and the University of Johannesburg to offer education that is world-class and that can assist us in building the necessary competencies for our organisation. The Railway Operations Management programme is our flagship programme. The relationship between IRO, GCU, UJ and Transnet Freight Rail is extremely important.”

Johannes Makhusha, Transnet Freight Rail JHB
Enabling

access to learning for all

We value inclusivity. We have a diverse membership from frontline staff to company directors, from the very new in the industry to those with long career history and from the young to the… well, less young. We work continuously to create access to learning for all our members whatever their starting point and whatever their need. We do this through our multi-level short courses offering, our publications and the free learning resources available to members on the website.
From the minute they first join, the online POD can help determine a learner’s skills gaps and put them in touch with free events to help them plug any knowledge gaps.

These quotes are from our survey or other recent feedback.

“It gave me a wider knowledge of all aspects of railway operations management, an understanding of areas and departments I had not worked with previously and a greater understanding of railway terminology.”

“As a trainer it has enhanced my knowledge and allowed me to speak with greater authority on a range of subjects.”

“It gave further underpinning knowledge of rail operations.”

“I have developed myself professionally and expanded my understanding massively.”

“The benefit is not only getting to see something that is relevant to the railway industry, but just as much about who you find yourself on visits with. I’d recommend anyone to just try an IRO event, you can benefit and enjoy yourself at the same time.”
Business

improvement at all levels
In their replies to our survey, 91% of our students said they felt more confident in tackling unfamiliar problems as a result of learning with the IRO. Our corporate members back up that finding on their survey with 78% of them referencing evidenced business improvement as a result of their employees studying on our programmes.

“The IRO programme gives me confidence and assurance that the learning my colleagues are undertaking provides them with a full range of operational and railway business knowledge. With this broad range it develops students to enable them to be more effective in their current role and have greater opportunities for potential career moves.”

**Stewart Player,** Head of Operations, First Great Western

“The IRO course offers the opportunity to learn about areas of the railway industry that I would not normally encounter, deepening my understanding of why, and how, things are done the way they are. It also allowed me to develop personally, being able to reflect, analyse and evaluate situations effectively. This has significantly helped in my current managerial role and has created business relationships which have lasted beyond the end of the course.”

**John Langlands,** Driver Manager, First Great Western
IRO corporate members

» ACoRP
» Arriva Trains Wales
» ATOC
» c2c
» Chiltern Railways
» CrossCountry
» DB Schenker
» East Coast
» East Midlands Trains
» Edinburgh Trams
» First Capital Connect
» First Great Western
» First Hull Trains
» First ScotRail
» First TransPennine Express
» Freightliner
» GB Railfreight
» Grand Central

» GreaterAnglia
» Heathrow Express
» Heritage Railway Assoc.
» Iarnród Éireann
» London Midland
» LOROL
» Merseyrail
» Network Rail
» Northern
» Serco
» Serco Middle East
» Southeastern
» Southern
» South West Trains
» Translink
» Transport for London
» Virgin Trains
» Volker Rail

To become an IRO corporate member
Call us on: 03333 440523

www.railwayoperators.co.uk