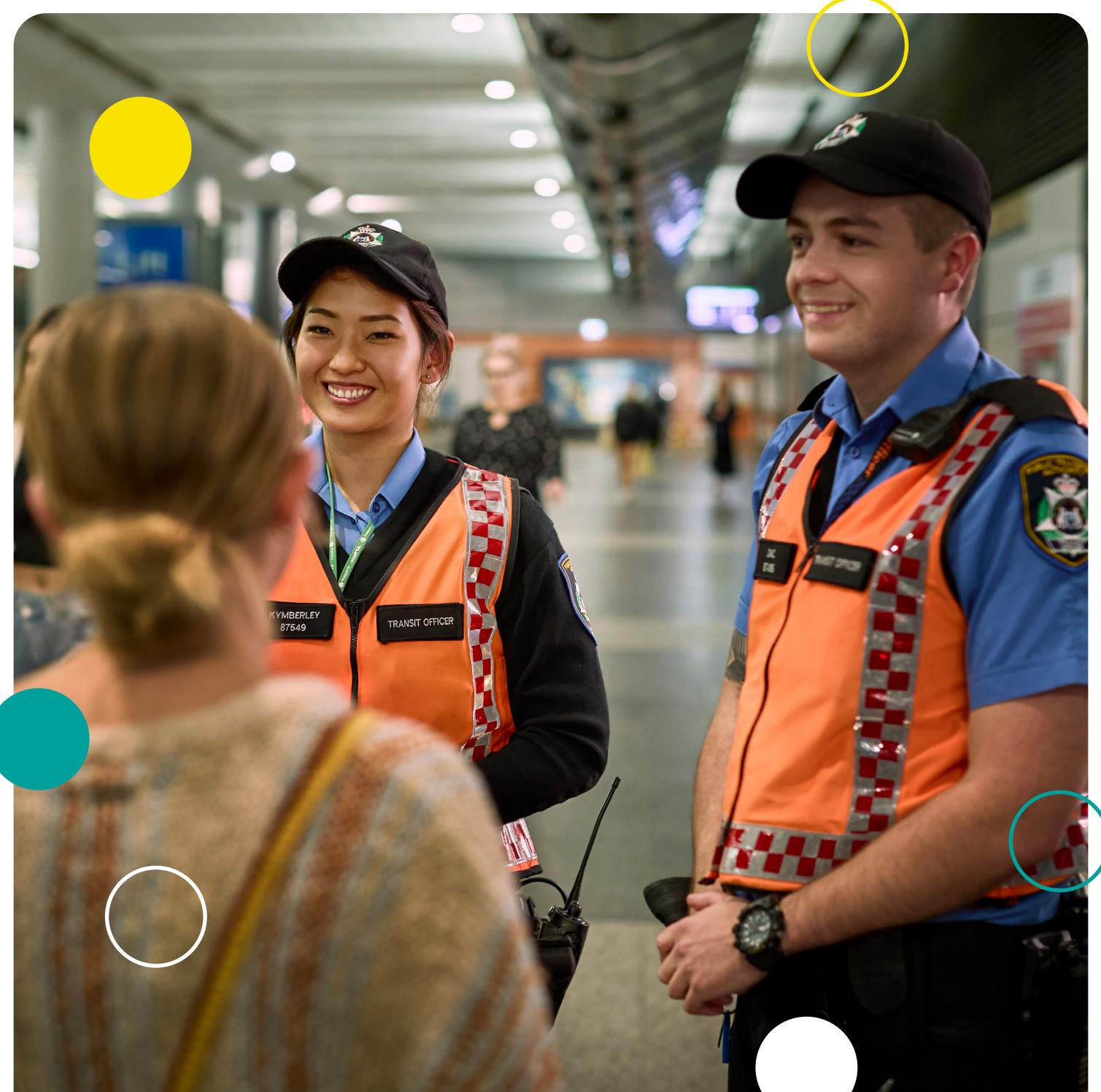




Becoming a Transit Officer

Transit Officer information booklet 2026





The information in this booklet is designed to help you prepare for each stage of the transit officer recruitment process. You will need to pass each stage of the assessment before proceeding to the next stage, so read this carefully.

This booklet gives you some useful tips to keep in mind and guidance on how to get started so you can be ready to make a difference in your community.

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About the Public Transport Authority

The Public Transport Authority (PTA) is a leader in its field, driven by a simple and powerful purpose: getting everyone there. Through constant care, education and forward thinking, we provide a world-class network and workplace that will get everyone there.

Under the PTA, Western Australia's public transport system is the best in Australia and among the most efficient, clean and safe networks globally. With over 150 million boardings across all services during FY24/25, our buses, ferries and trains move the people of WA where they need to go.

Moving millions of people requires the skill and commitment of a talented workforce, one that is fostered by a culture of inclusivity and benefits from its diversity. This is ultimately what ensures the PTA delivers on our purpose while upholding our values every step of the way.

Our Values

The PTA's Values define what is important to us. Knowing our values helps you understand how we do business and what is expected of you as an employee of the PTA. Upholding these values and applying them to your work requires a genuine and committed understanding.



Safety

We are committed to safety and protecting your future.



Respect

We value and respect our customers, suppliers and each other.



Recognition

We recognise each other for achievement, initiative and innovation.



Integrity

We are honest and ethical.



Sustainability

We consider the long-term economic, social and environmental impact of everything we do.



SECURITY

KEYS

SECURITY

● Role of a Transit Officer

Transit officers play a vital role in ensuring the safety and security of our passengers. They do not simply check tickets and issue fines – they do so much more. Transit officers are carers of the elderly and those in need, peacekeepers, negotiators, crowd controllers, and listeners.

Transit officers patrol trains and stations, with some working mobile in a patrol vehicle. They are equipped and trained to deal with public disorder offences on the rail network, with the safety of our passengers front of mind. They can demand a person of interest's name, address and date of birth and any refusal or provision of false details may result in arrest. They prepare court briefs and other legal paperwork to refer charges against offenders on the rail network.

Transit officers are often the first responders to emergencies, assisting emergency services and safety officers in managing incidents. However, transit officers have a large focus on customer service requirements on a day-to-day basis, in addition to law enforcement and emergency response.

In this role, you will be part of a large and dynamic team working in a variety of locations to help keep our rail network safe. If you are seeking a rewarding position, are physically capable, and can handle problem solving under pressure in difficult situations, this may be the job for you!

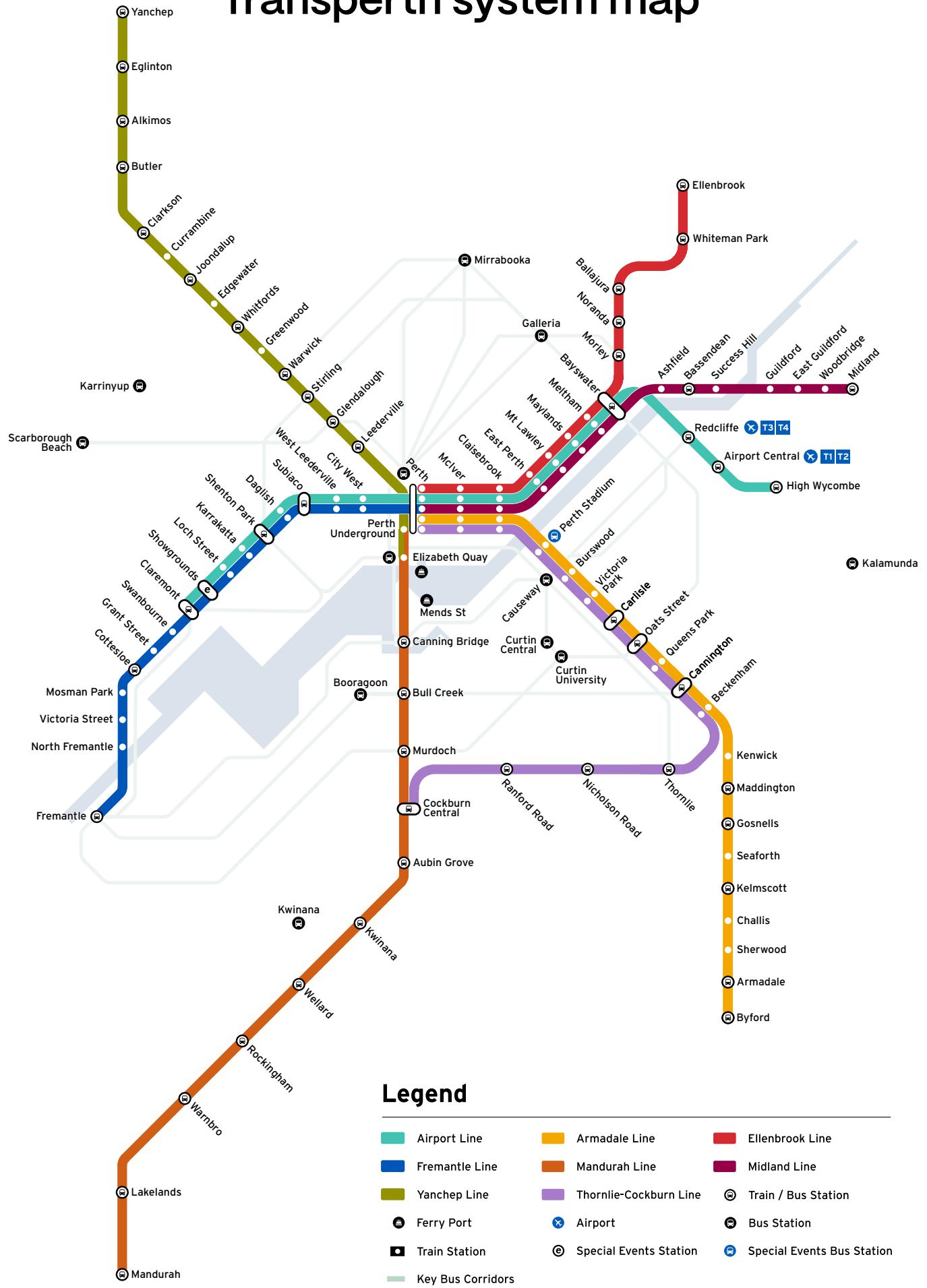
To learn more about the role of a transit officer, visit

www.pta.wa.gov.au/transit-officer

For more information on the PTA, visit

www.pta.wa.gov.au

Transperth system map



Legend

Airport Line	Armadale Line	Ellenbrook Line
Fremantle Line	Mandurah Line	Midland Line
Yanchep Line	Thornlie-Cockburn Line	Train / Bus Station
Ferry Port	Airport	Bus Station
Train Station	Special Events Station	Special Events Bus Station
Key Bus Corridors		

Employment conditions

Transit officers are permanent PTA positions and as such, you must be an Australian Citizen or Permanent Resident to apply. You must also be able to attend all assessments within Australia, with travel expenses being your responsibility.

You will need to hold a current, unrestricted WA C or C-A class driver's licence for the duration of employment in this position, and you may be asked to produce your licence.

A novice licence does not meet the eligibility for this position.

You will also be required to complete an integrity assessment and police check as part of the recruitment process.

Training

Transit officers undertake a comprehensive Transit Officer Recruit Training Course (up to 15 weeks) for a nationally recognised qualification that covers:

- Security studies
- Defensive tactics
- Legal studies
- Railway safe working
- Occupational health and safety
- Customer service
- Communication
- Equity and diversity
- Cultural awareness

You must be competent in all components of the course before becoming fully operational. All training and assessment requirements must be met before becoming permanent.

Recruitment process

These are the steps to becoming a transit officer:

1 Lodging your application

You are required to lodge your application at www.jobs.wa.gov.au

2 Eligibility

A panel will review your application and determine if you progress to the next stage.

3 Aptitude testing and physical testing

- Aptitude testing – these tests assess your verbal, numeric and error checking skills.
- Physical testing – you must successfully complete a series of physical testing activities.

4 Interviews

This will involve attending a job interview (applicants must bring a photo ID).

5 Reference and integrity checks

Referees will be contacted, and integrity forms will be sent to the PTA Investigation Team. These checks may be undertaken at any stage during the process.

6 Online psychometric assessment

This is a series of psychometric assessments aligned to the role.

7 Medical assessment

A pre-employment medical assessment is required to further assess suitability for the role.

8 Notifications

Successful and unsuccessful applicants will be notified by email after each stage. After being successful at the final stage, applicants will be placed into the recruitment pool, which will remain open for 12 months.

9 Induction and training

Successful applicants will be selected from the recruitment pool and are expected to commence the Transit Officer Recruit Training Course which must be completed before becoming fully operational.

How to complete a government job application

Here are some hints and tips for completing a government job application:

-  **Check eligibility:** ensure you meet the eligibility criteria before applying.
For instance, working for the PTA permanently requires Australian citizenship or permanent residency.
-  **Address the selection criteria:** make sure you directly respond to each criteria in the job advertisement. Tailor your responses to show how your skills and experience meet the specific requirements.
-  **Follow instructions carefully:** if a cover letter is required, make sure you follow the instructions regarding its format, length and content. Always comply with any specific details requested in the job posting.
-  **Submit your application on time:** be mindful of deadlines, as late applications will not be considered. Give yourself plenty of time to complete and review your application before submission.
-  **Cover letter essentials:** if a cover letter is needed, make sure it highlights your relevant skills and experience while staying brief. It must also follow the criteria set out in the advertisement. Remember, this is your first chance to make a strong impression.
-  **Upload:** only upload the documents specifically requested in the application process. If successful, the recruitment team will request any additional documents.
-  **Be patient with feedback:** due to the high amount of applications, there may be delays in receiving feedback. Patience is important, as responses might take longer than expected.

Following these tips will help ensure your application is thorough, timely, and aligned with the job requirements.

● How do I lodge my application?

You must apply online, which will take about 30 minutes. Emailed, late or pro forma applications will not be accepted.

Click on the 'Apply Now' button (located at the top and bottom of the Jobs WA advertisement page) and remember to attach your current comprehensive resume with two work-related referees.

If you don't provide this info, it may impact your application for a transit officer position.

Once you have submitted your application, you will receive an automated confirmation email. This email will include the date and time your application was received, along with a unique application number. It will also list any attachments you submitted as part of your application, such as your resume and question responses.



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TRANSIT OFFICER

Work location

As a transit officer, you will initially be based at Perth Station, where you will commence and finish your shifts. You can only be posted to a preferred location when a vacancy becomes available. The Transit Officer Recruit Training Course is delivered primarily from the PTA's training centre located in Guildford.

For more information on the terms and conditions of employment as a transit officer, please refer to the current Public Transport Authority / ARTBIU (Transit Officers) Industrial Agreement which can be viewed on the WA Industrial Relations Agreement website at www.wairc.wa.gov.au

Physical testing

After shortlisting, you will be invited to attend a session that tests your physical fitness for the role. This will include:

- **Shuttle run/beep test:** to measure your ability to respond to critical incidents quickly
- **Stairs:** to assess your ability to ascend and descend stairs
- **Kneeling:** to assess your capacity to perform tasks while kneeling
- **Sustained grip, carry and lift:** to assess your ability to complete a dynamic lift and carry
- **Dummy drag:** to assess your ability and physical strength to safely drag a 50kg mannequin in an emergency e.g. moving a non-compliant detainee
- **Sustained pinch test:** to assess pinch grip strength and ability to operate handcuffs and grip keys
- **Prolonged standing:** to assess your tolerance for standing over a prolonged period.

For more detailed information on the physical testing requirements, please visit www.pta.wa.gov.au/transit-officer

Aptitude testing

Aptitude tests are designed to measure skills relevant to the transport industry and relate to the duties of a transit officer. The aptitude stage of the process will include the following tests:

- **Verbal reasoning:** assesses the ability to understand written information. This test contains a series of passages, followed by questions that need to be answered based on the information presented. Time allowed: 4 minutes.
- **Numeric:** assesses the ability to understand numerical data. This test contains a series of data sets, followed by questions which need to be answered using the data presented. Time allowed: 4 minutes.
- **Error checking:** assesses the ability to check the accuracy of transposed information. The aptitude test contains four sets of original and transposed information where transposition errors must be identified. Time allowed: 1.5 minutes.

Transit officer aptitude and psychometric assessments are valid for 24 months. If you're unsuccessful, you can reapply after this period.

Interview

If you are invited to attend an interview, you will be asked a series of questions that relate directly to the role of a transit officer. This is your in-person opportunity to demonstrate to the panel why you are suitable for the role. It is also the time to ask the panel any questions you have. Remember to arrive on time, ensure you have a neat and professional appearance, and have photo ID with you.

● Preparing for the selection panel interview

All applicants should consider the following tips to prepare for the interview:

- Be familiar with the duties in the Job Description Form (JDF)
- Consider the selection criteria and think of specific examples of situations where you have applied the relevant skills and abilities
- Focus on the duties of the position and how they should be carried out, considering problems that might be encountered and how they would be solved. It is also important to consider outcomes and results achieved.



Psychometric assessment

Once you pass the interview stage, you'll then be invited to participate in a series of online psychometric assessments which you will have one week to complete. There are two parts to the assessments, and you will receive an email from the psychometric provider with instructions on how to access the tests.

The assessments provide insights into mental abilities, such as problem-solving and language skills, as well as personality traits like sociability and open-mindedness.

The goal is to evaluate attributes related to the successful performance of key work tasks in the role.

Remember to pay close attention to the instructions you are given and answer the questions honestly as they apply to you. There may be time limits for some of the tests so again make sure you follow the instructions carefully.

National Police Certificate and reference checks

As part of the screening process, everyone must provide a National Police Certificate.

The PTA accepts National Police Certificates obtained at Australia Post or online at

<https://cvcheck.com/national-police-check/> These must be dated three months or less from the date of application.

The panel may contact your referees during the recruitment process. Choose at least two recent work-related referees who are familiar with your relevant skills and abilities and inform them of the role requirements before listing them on your resume.

At least one reference should be your most recent supervisor/manager, unless there are exceptional circumstances. Referees will be contacted by email, so these must be included as well.

Reference checks may be undertaken during any stage of the recruitment process.

Integrity check

As part of the selection process, you are required to declare in your application that you are not under investigation for any matter, or have not been suspended or terminated from employment.

As well as referee checks, the PTA may also screen any criminal convictions (spent pending or otherwise) for discipline and performance management issues, along with the outcomes of previous medical assessments that may have deemed the applicant unsuitable to perform the role. Please ensure you disclose all matters you think might be on your record, including ALL convictions that have been declared as 'Spent'. This includes any driving convictions or suspension of driver's licence through the loss of demerit points.

Declarations associated with the above will not automatically disqualify you from the selection process. If the rejection of an applicant is considered appropriate based on the information provided in a declaration, you will be given the opportunity to seek feedback from the panel to discuss the matter.

Integrity and application screening may be undertaken at any stage of the recruitment process and at any stage during your employment with the PTA.

Medical assessment

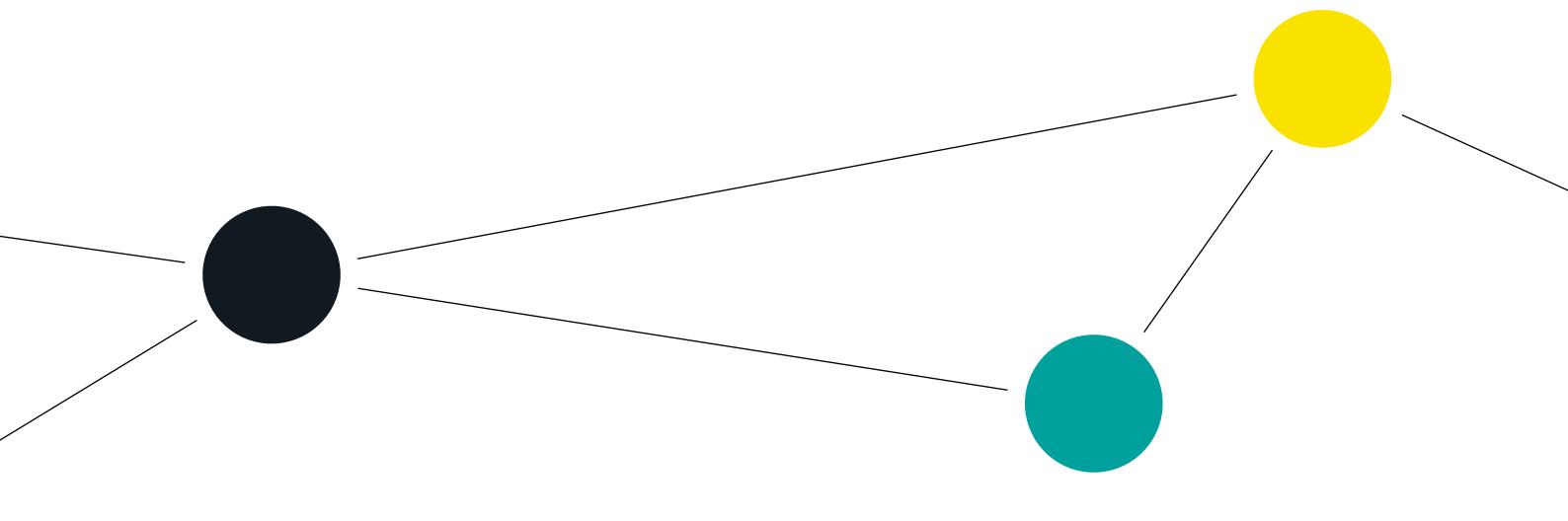
Everyone employed by the PTA is required to undergo a health assessment before commencement.

This will involve a health questionnaire and a medical examination. The health questionnaire asks about your medical history and includes a number of health screening questions. The examining doctor cannot judge fitness for duty from the questionnaire alone but will use your responses to guide the medical examination. An honest completion of this questionnaire is therefore important for an accurate assessment – it is also in your own interest to assist in early detection of conditions that, if not treated, might impact on your ability to perform the work safely. At this time, you will be asked to provide copies of the National Police Certificate, driver's licence and proof of Australian residency.

Uniform

Transit officers must follow the PTA's uniform standards. A transit officer must be neatly dressed in the correct attire to maintain our expected level of professionalism whilst also ensuring their safety. The PTA has made efforts to accommodate the various religious and ceremonial requirements of a diverse workforce, without impacting the safety and identification of the wearer.

Before commencing the recruit training program, you will be required to attend a fitting for your uniform. This is to make sure you have uniforms ready for the first day of the training course. Please note that a uniform fitting appointment does not guarantee your placement in the Transit Officer Recruit Training Course.



First Aid Certificate

All applicants must possess a current HLTAID011-Provide First Aid Certificate from a registered training organisation, valid for up to 24 months prior to commencing training. The certificate is required to demonstrate your competency, while ensuring that your knowledge and skills are current for effectively handling emergency situations within the rail safety environment. The course cost is refunded to applicants who commence the role.

General information

You must have a valid email address so that you can check the progress of your application. All communication will be sent to you via the email address you supply in your application.

If you progress to the pool, you may be offered a place on the Transit Officer Recruit Training Course. When recruitment vacancies occur, the PTA will choose the most suitable applicants from the pool for that particular spot while considering any relevant organisational requirements at that time.

You will remain in the recruitment pool for 12 months from the date you are advised of your successful inclusion in the pool. It is important to maintain your fitness during this time.

You must be available to attend and participate in ALL stages of the recruitment process in order to be considered for the role. If this is not possible, it is recommended that you 'withdraw' from the process so that you may still be eligible for the next recruitment campaign. Failure to attend an assessment without withdrawing will result in an unsuccessful outcome.

Please remember that inclusion into the transit officer recruitment pool does not guarantee an appointment to a transit officer position.

The transit officer role is full time and requires working unsociable hours. These include early mornings, late shifts, weekends and public holidays, such as Christmas, New Year, Easter and other religious holidays as needed. You should carefully consider how this schedule may impact your personal life and whether you are prepared to work this type of roster.

Please read all the information contained in this booklet, as well as the Role Statement attached to the advert prior to your submission.

Please contact (08) 9326 2061 with any questions.

Note: this number is not for assistance with the general application process.

Good luck with your application!