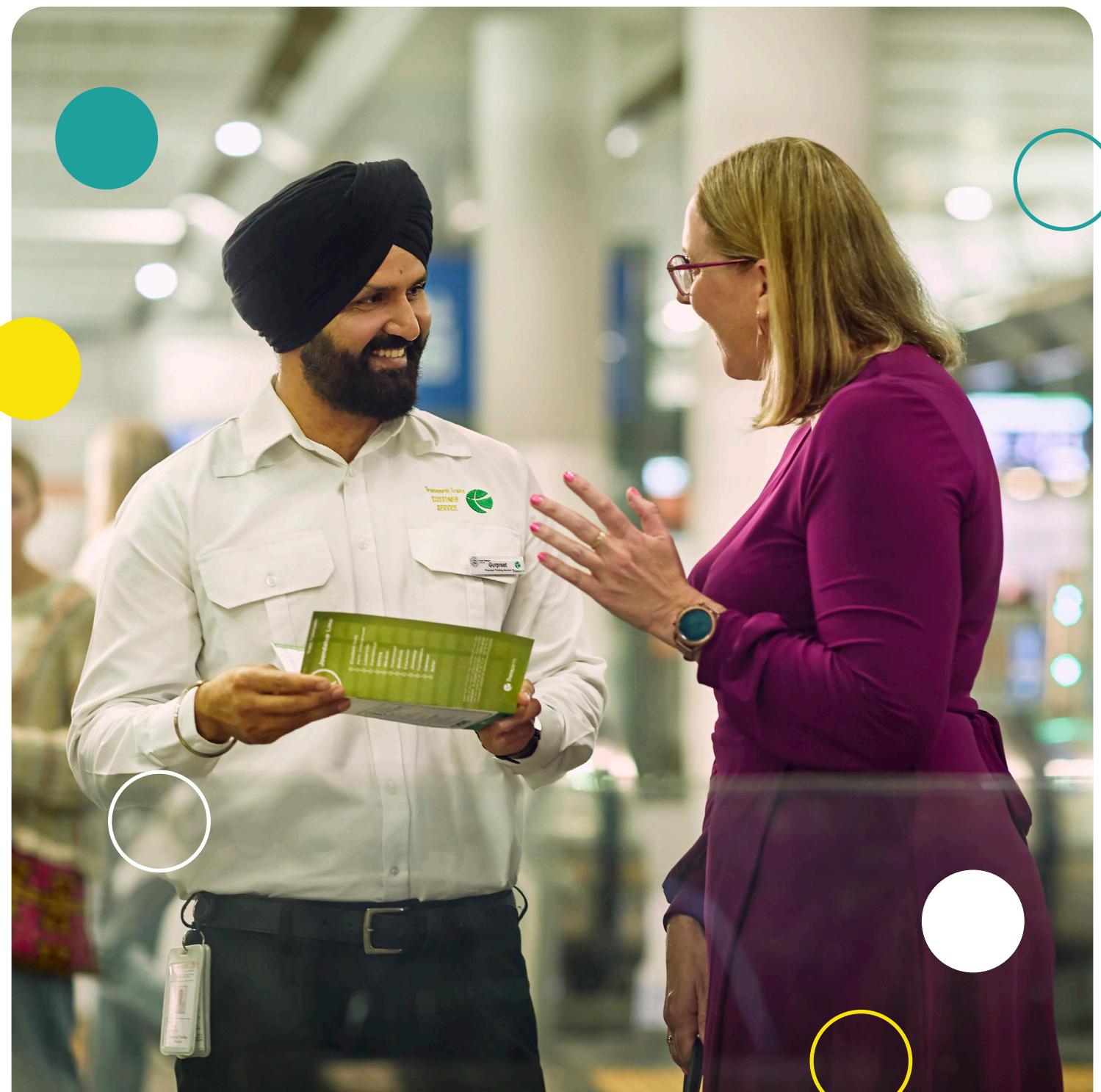




Becoming a passenger ticketing assistant

Passenger ticketing assistant information booklet **2026**



A close-up photograph of a woman with dark hair pulled back in a bun, smiling warmly at the camera. She is wearing a white button-down shirt with a black cardigan over it. A green lanyard with the "onePTA" logo hangs around her neck. The text "Transperth" and "CUSTOMER SERVICE" is visible on the right side of her shirt. The background is slightly blurred, showing what appears to be a train station or similar public space.

Transperth
CUSTOMER
SERVICE

The information in this booklet is designed to help you prepare for each stage of the passenger ticketing assistant 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 to the daily journeys of our passengers.

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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.



Transperth
CUSTOMER
SERVICE

Transperth
CUSTOMER
SERVICE

Public Transport Authority
Transperth
Mandy

● Role of a passenger ticketing assistant

Passenger ticketing assistants are the friendly faces of Transperth, delivering exceptional customer service while ensuring smooth and efficient operations at our stations. If you are a people person who thrives in a dynamic, public-facing role, this is your opportunity to help keep Perth moving.

Passenger ticketing assistants play a key role in providing advice and assistance to passengers using Transperth facilities and services. They also work with security and other team members to respond to incidents, maintain safety and report maintenance or security concerns to help keep our stations safe, clean and operational.

You will be part of a fast-paced and engaging environment, working in a team that values safety, professionalism and service excellence. If you are seeking a rewarding role that provides on-the-job training, development opportunities and makes a difference in the journeys of our passengers, this may be the job for you!

To learn more about the role of a passenger ticketing assistant, visit

www.pta.wa.gov.au/passenger-ticketing-assistant

For more information on the PTA, visit our website www.pta.wa.gov.au

Transperth system map



Legend

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

Employment conditions

Passenger ticketing assistants are permanent PTA positions and as such, you must be an Australian Citizen or Permanent Resident to apply. You must 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

Passenger ticketing assistants undertake a Cert II in Rail Customer Service (TLI22321), an eight-week training course which includes:

- Seven weeks of theory-based training, including practical activities
- One day a week on-the-job exposure
- One week of on-the-job training

Digital literacy is required as part of the requirements for the role, assessments are conducted online with laptops provided for classroom-based activities.

This also includes the use of Microsoft Outlook for the opening and replying to emails and using Microsoft Teams to open and navigate chats and team channels.

Recruitment process

These are the steps to becoming a passenger ticketing assistant:

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

These tests assess your verbal, numeric and error checking skills.

4 Assessment centres

This is a key part of the recruitment process, designed to evaluate candidates in a comprehensive and interactive way. It involves a series of structured exercises and activities that assess a range of skills, competencies and behaviours needed to be a passenger ticketing assistant.

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 Medical assessment

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

7 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 active from the date of successful inclusion into the pool.

8 Induction and training

Successful applicants will be selected from the recruitment pool and are expected to commence the Passenger Ticketing Assistant 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 criterion 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 the required documents:** 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 passenger ticketing assistant 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.

Work location

As a passenger ticketing assistant, you will be initially based at Perth Station and assigned to one of the Perth metropolitan rail lines, commencing and finishing your shifts at a station along one of those lines. Transfers to other stations are managed through a waitlist system as positions become available.

For more information on the terms and conditions of employment as a passenger ticketing assistant, please refer to the current Public Transport Authority / ARTBIU (Transperth Train Operations) Industrial Agreement which can be viewed on the WA Industrial Relations Agreement website at www.wairc.wa.gov.au/resources/agreements

Shortlisting

The selection panel will review all applications, resumes and cover letters in order to invite the most competitive applicants to the next stage. This evaluation will be done according to the Essential Criteria outlined in the Role Statement for this position.

Aptitude testing

Aptitude tests are designed to measure skills relevant to the transport industry and relate to the duties of a passenger ticketing assistant. 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.

Passenger ticketing assistants' aptitude assessments are valid for 24 months. If you're unsuccessful, you can reapply after this period.





Assessment centre

Following success in the initial stages of the recruitment process you will be invited to attend an assessment centre. This is a key part of the recruitment process, designed to evaluate candidates in a comprehensive and interactive way. It involves a series of structured exercises and activities that assess a range of skills, competencies and behaviours needed to be a passenger ticketing assistant. These may include group discussions, role-playing, problem-solving tasks and individual interviews.

The purpose of the assessment centre is to provide a deeper insight into each candidate's abilities, allowing assessors to observe your performance within real-life scenarios relevant to the job. It also enables a fair and objective comparison between candidates to ensure the best fit.

Some feedback we have had from our candidates

"I really enjoyed how the activities encouraged group interaction and the flow of moving from a group activity into interviews was great, not something I had experienced before, and it felt so much more natural and less stressful."

"Showed me the work that goes on behind the scenes to make the transport network work."

"The open group atmosphere goes a long way to create a relaxing environment."

"The professionalism enhances my ambition to work for the PTA."

"We were made to feel welcome immediately and the friendly staff certainly eased the anxiety I had."

"Honestly! Excellent!! Well structured! Lovely and approachable people. Thank you so much for the experience. The best recruiting process that has ever been."

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 you 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.

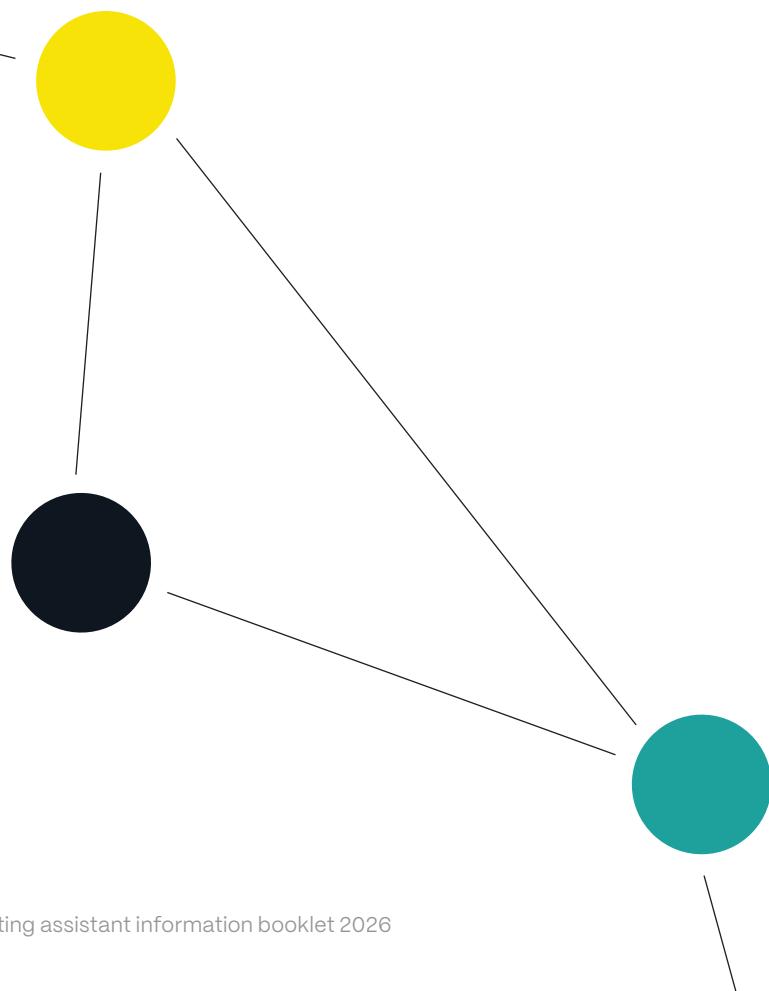
Declarations associated with the above will not automatically disqualify you from the selection process. If the rejection of an applicant is considered appropriate based on the information provided in a declaration, you will be given the opportunity to seek feedback from the panel to discuss the matter.

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

Passenger ticketing assistants must follow the PTA's uniform standards. A passenger ticketing assistant 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 Passenger Ticketing Assistant Training Course, 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 Passenger Ticketing Assistant Training Course.

First Aid Certificate

All applicants must possess a current HLTAID011-Provide First Aid Certificate from a registered training organisation, within 12 months of appointment into the role. 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 Passenger Ticketing Assistant Training Course. When 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 from the date you are advised of your successful inclusion in the pool.

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 passenger ticketing assistant recruitment pool does not guarantee an appointment to a passenger ticketing assistant position.

The passenger ticketing assistant 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 2443 with any questions.

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

Good luck with your application!





Public Transport
Authority