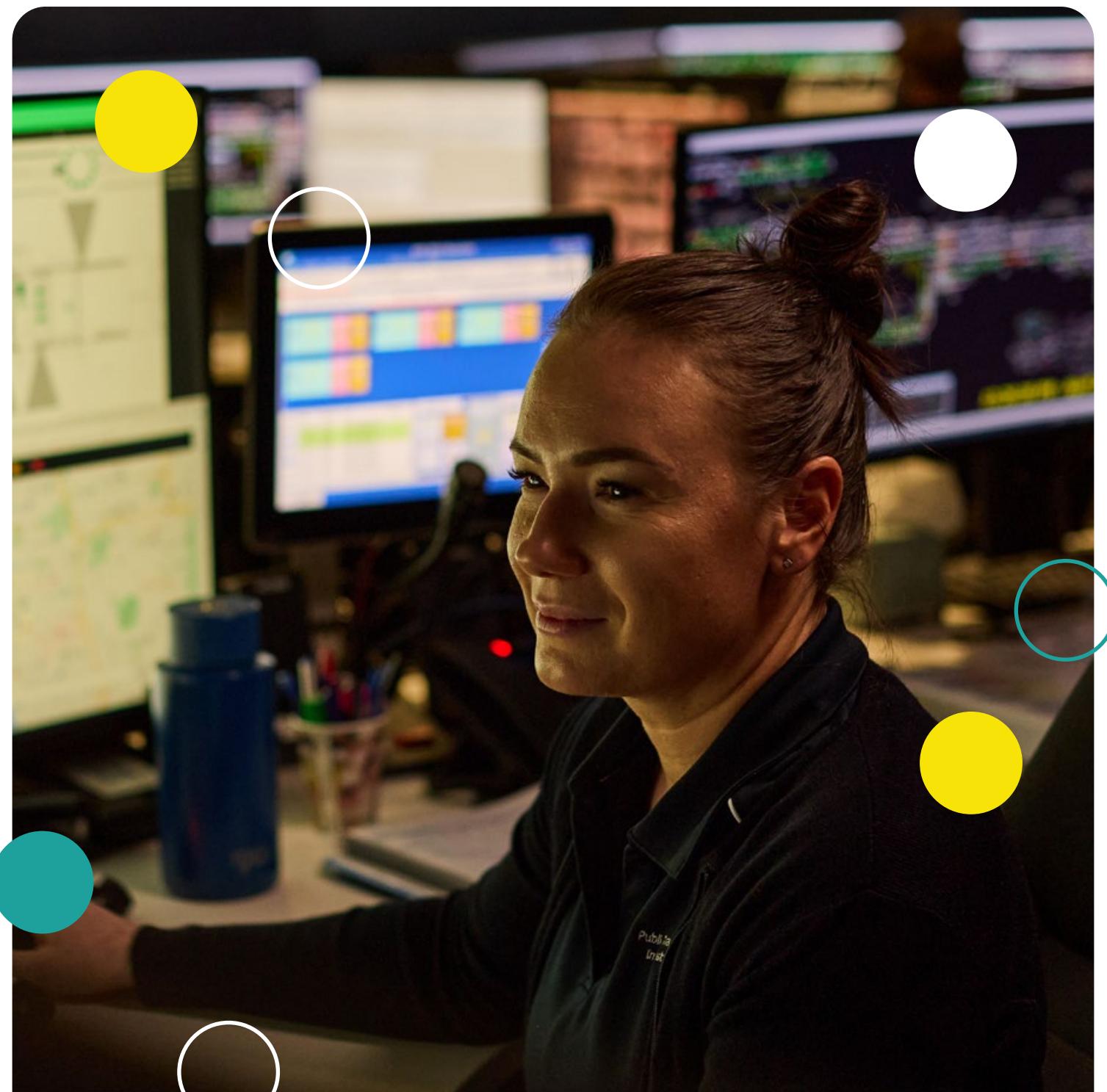
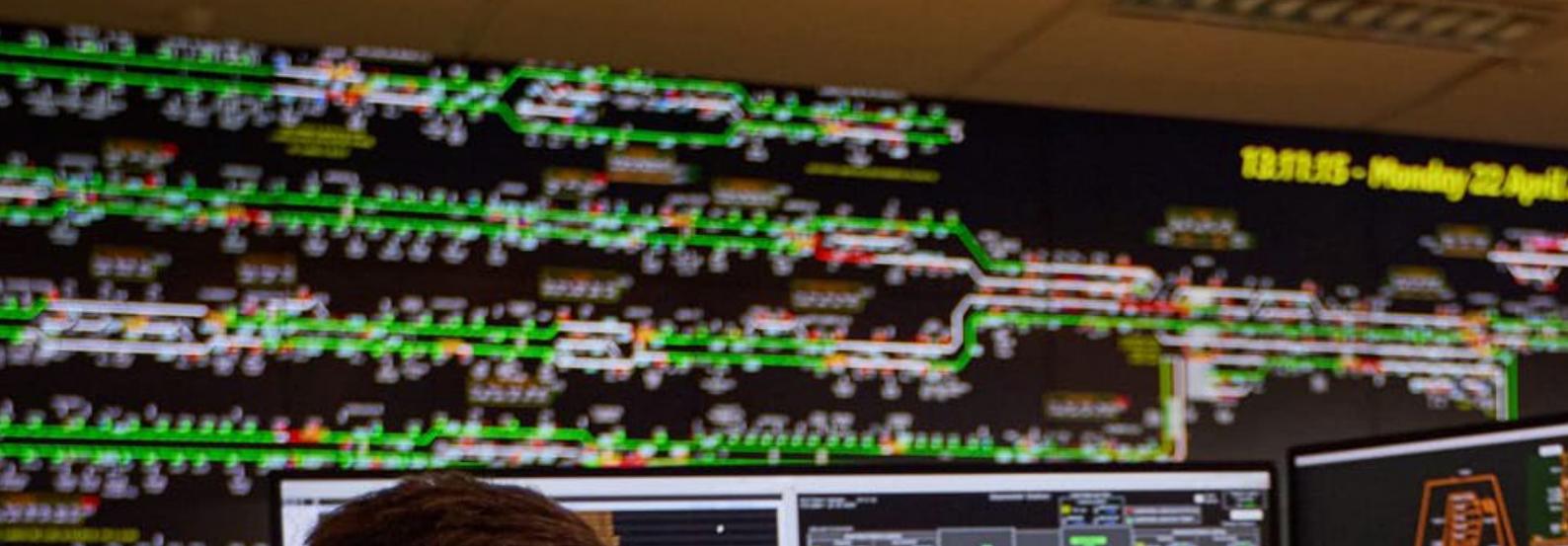




# Becoming a Network Control Officer

Network Control Officer information booklet 2026





13/11/15 - Monday 20 April



The information in this booklet is designed to help you prepare for each stage of the Network Control 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 help our passengers get where they need to go.

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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.



# Role of a Network Control Officer

Network Control Officers work as part of a team within the PTA's Public Transport Operations Control Centre. They are responsible for controlling the safe, efficient and effective coordination of all rail traffic, network occupations and maintenance across the PTA's urban rail network.

Network Control Officers lead rail network operations and are a vital point of contact for many other positions within the PTA. They demonstrate excellent communication, analytical and problem-solving skills and are able to effectively multitask, often under pressure, while working with stakeholders to ensure the smooth and efficient operation of train services and network maintenance.

Network Control Officers manage advanced systems such as the Phoenix Panel, a modern digital interface that replaces traditional control boards. This platform provides real-time network visibility, automated alerts, and integrated communication tools, enabling faster decision-making and improved operational efficiency. Network Control Officers will need to interpret live data, coordinate responses, and leverage these digital tools to maintain safety, punctuality, and service reliability across the rail network.

You'll work in our recently commissioned, state-of-the-art control centre, purpose built to support our network expansion. This facility provides a modern, comfortable work environment with desirable staff amenities, including secure on-site parking, ergonomic and user-configurable workstations and well-appointed staff facilities.

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 daily journeys of our passengers, this may be the job for you!

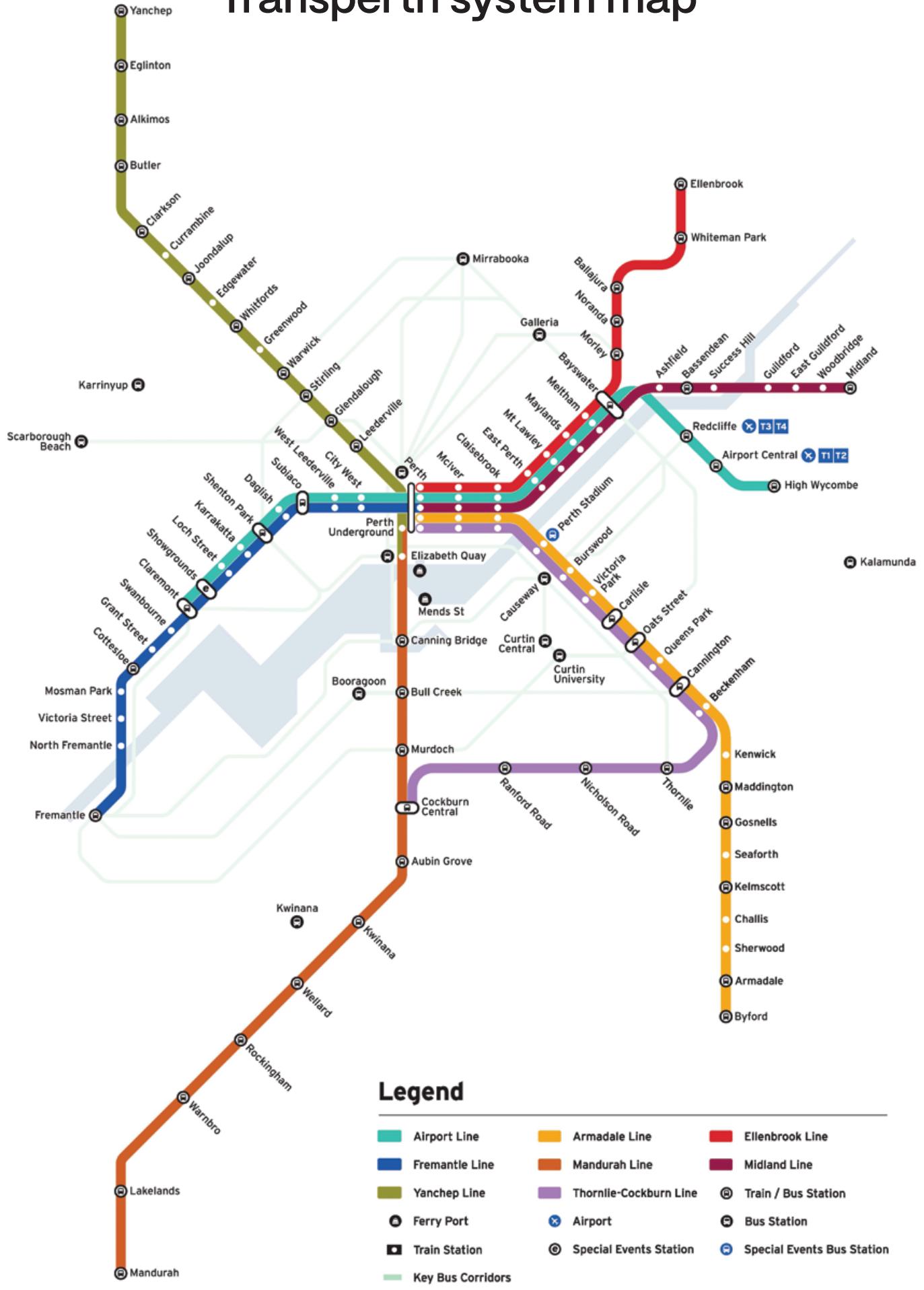
To learn more about the role of a Network Control Officer, visit

**[www.pta.wa.gov.au/network-control-officer](http://www.pta.wa.gov.au/network-control-officer)**

For more information on the PTA, visit our website **[www.pta.wa.gov.au](http://www.pta.wa.gov.au)**



# Transperth system map



## Employment conditions

Network Control Officers are permanent PTA positions and as such, you must be an Australian Citizen or Australian Permanent Resident to apply. You must also be able to attend all assessments, including assessment centres within Western 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.

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

## Training

Network Control Officer trainees undertake an accreditation program that takes approximately 6 months to complete and consists of:

- 14 weeks of classroom learning (including field trips and incursions). The classroom component incorporates heavy use of a train control simulator, which replicates critical high-risk tasks trainees are required to learn
- 14 weeks of structured, on-the-job training (OJT) with a qualified NCO mentor. During the OJT component, trainees periodically return to the classroom to complete one-on-one simulated practical assessments

Once the requirements of the accreditation program are met, trainees are issued with Qualification TLI40921 Cert IV Rail Network Control.

To qualify as a Network Control Officer, trainees must also complete a series of enterprise theory and practical assessments, including an assessment in the live environment.

RTO Assessments are conducted online, and laptops will be provided for the classroom.

After an initial period with our training team, you will be posted to your division for mentoring and will be responsible for completing an evidence record book to demonstrate completion of practical tasks. Classroom work occurs during business hours, while on-the-job training is on a rostered basis over a 24/7 period.

Ongoing professional development will be provided within this role.

# Recruitment process

These are the steps to becoming a Network Control Officer:

## 1 Lodging your application

You are required to lodge your application at [www.jobs.wa.gov.au](http://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 required of a Network Control Officer.

## 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 Network Control Officer 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 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 Network Control 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.

## Work location

As a Network Control Officer, you will predominantly work from the Perth Train Operations Control Centre in East Perth and occasionally from the alternative Network Control Facility.

For more information on the terms and conditions of employment as a Network Control Officer, please refer to the current Public Transport Authority Salaried Officers Industrial Agreement which can be viewed on the WA Industrial Relations Agreement website at [www.wairc.wa.gov.au/resources/agreements](http://www.wairc.wa.gov.au/resources/agreements)

# ● Aptitude testing

Aptitude tests are designed to measure skills relevant to the duties of a Network Control 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.

Network Control Officers' 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 Network Control Officer. 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 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 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.

**Please note:** This role requires the ability to accurately distinguish colours as part of its essential duties. Candidates with colour vision deficiencies may not meet this requirement.

## General information

You must have a valid email address so that you can log on to 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 Network Control Officer Training Course. When recruitment vacancies occur, the PTA will choose the most suitable applicants from the pool 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 any part of the recruitment process without withdrawing will result in an unsuccessful outcome.

Please remember that inclusion into the Network Control Officer recruitment pool does not guarantee an appointment to a Network Control Officer position.

The Network Control Officer is full time and requires working unsociable hours. These include early morning shifts, afternoon shifts, night 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