



Public Transport  
Authority



# Transit Officer Information Booklet

## 2018



Thank you for your interest in working for the Public Transport Authority of WA.

The information contained within this booklet is designed to assist you in your preparation for each stage of the Transit Officer process. It is important that you *read all this information carefully*, as you will be required to pass each stage of the assessment before proceeding to the next stage.

This booklet provides you with some useful tips on what you need to know and how to get started.

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## About the Public Transport Authority

The inception of the Public Transport Authority (PTA) in 2003 was a major milestone in the delivery of public transport in Western Australia. For the first time, all public transport services now come together under the one agency. Maintaining and enhancing the existing reputation and high standard of these services are progressed through investing in our people for continued success.

The future of the PTA is extremely bright and is a market leader in the delivery of excellent customer focussed transport services. As a PTA employee, you will have career development prospects, which will be supported and developed within a friendly and professional environment.

In addition to this, the PTA offers you:

- Uniforms
- Health and Wellness Program
- Excellent working conditions and amenities
- Study Assistance/Professional Development Programs
- Salary Packaging and much more!

## Our Values

The PTA's Values define what is important to the PTA. Knowing our values helps you understand how we do business here and what is expected of you as a member of the PTA. Living the values requires a genuine understanding of the values and knowing how to apply them to your own work.

<b>Respect:</b>	We value and respect our customers, suppliers and each other
<b>Recognition:</b>	We recognise each other for achievement, initiative and innovation
<b>Integrity:</b>	We are honest and ethical
<b>Safety:</b>	We are committed to safety and protecting your future
<b>Sustainability:</b>	We consider the long-term impact of everything we do – economic, social and environmental

## The role of a Transit Officer

Think you know what a Transit Officer does? Think again!

Transit Officers play a vital role in ensuring the safety and security of our passengers. A lot of people are unaware of what Transit Officers do and think that the role is simply to check tickets and issue fines. Transit Officers are **law enforcement officers** who have powers similar to that of WA Police. Those powers are in place only whilst working on PTA property and when required to deal with a variety of offences.

Transit Officers have the authority to demand a person of interest's name, address and date of birth and any refusal or provision of false details may result in arrest. Transit Officers use patrol vans and may be required to transport offenders to the appropriate "Watch House" as well as prepare court briefs and other associated legal paperwork to prefer charges against a person.

Apart from the law enforcement role, Transit Officers also have a large focus on customer service requirements on a day-to-day basis.

In this challenging role you will be part of a large and dynamic team working in a variety of locations across the metropolitan rail network. You may be located at Currambine, Midland, Fremantle, Armadale, Perth or Mandurah.

If you are seeking a rewarding position, have the **physical capabilities** required, can **handle pressure** and the challenge of **resolving problems** and **difficult situations**, this may be the job for you!

For further information on the duties, please refer to the Role Statement.

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

## Transit Zone Map



# Employment conditions

Transit Officer positions are permanent and you will be required to satisfy the Australian Citizenship or Permanent Residency requirements to be eligible for consideration. Applicants must be available to attend our assessments within Australia (travel to and from all assessments is at the applicant's expense).

You are required to undergo an integrity assessment and police check. When you are employed as a Transit Officer, you will be required to complete a six-month probationary period.

It is a requirement of this role that you possess a current and unrestricted Ordinary Western Australian C or C-A class driver's licence. This is an ongoing requirement for the duration of your employment in this position and, from time to time, you may be requested to produce your licence. PLEASE NOTE that a Novice licence is considered 'restricted' and therefore not eligible for appointment.

Transit Officers are provided with a comprehensive 12-week training course that includes:

- Security studies
- Self-defence techniques
- Legal studies
- Occupational health and safety
- Customer service
- Communication

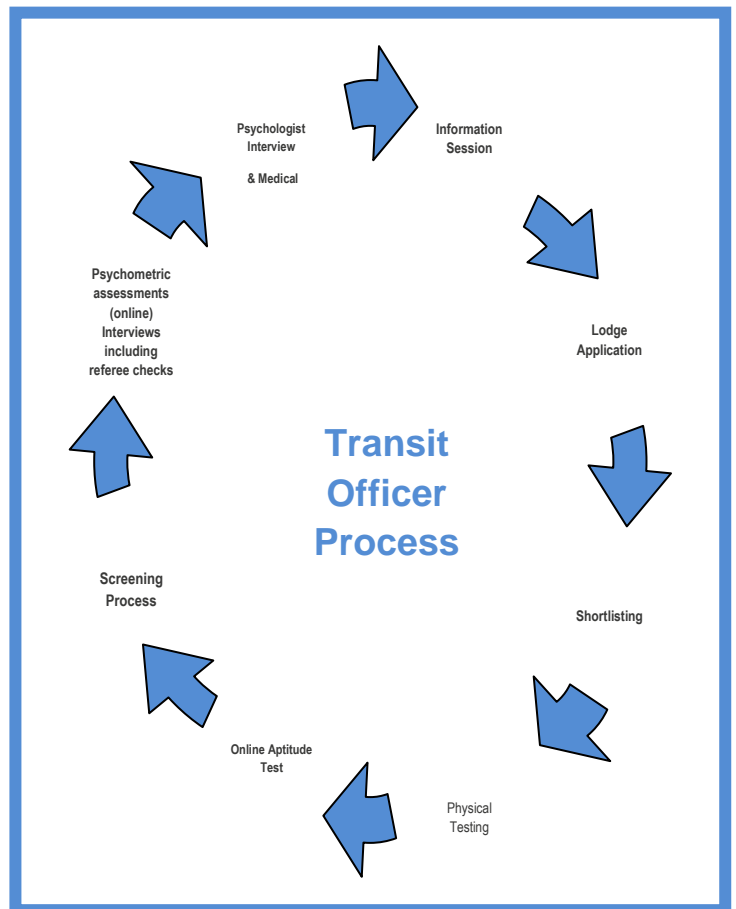
At the end of the training course you will receive on-the-job training which you must successfully complete before becoming fully operational. **All training and assessment requirements must be met before permanent appointment is confirmed.**

During training, your salary will be \$1,000.40 per week, plus appropriate shift penalties whilst undergoing on-the-job training. When fully trained, your salary will be \$1,173.60 per week plus penalties. As you progress, you may earn up to \$1,305.80 per week plus penalties. You are entitled to five weeks annual leave.

The Transit Officer School is due to commence Monday 14 January 2019, however as you are paid in arrears, your first pay day will be Wednesday 30 January 2019 and you will receive pay for the period 6 January – 19 January 2019. Your next full pay date will be on Wednesday 13 February 2019 for the period 20 January – 2 February 2019.

As a Transit Officer, you will be rostered to one of the Perth metropolitan rail lines. Being rostered to a particular line means commencing and finishing your shifts at a manned station along one of the six lines previously mentioned.

For more information on the terms and conditions of employment as a Transit Officer, please refer to the *Public Transport Authority / ARTBIU (Transit Officers) Industrial Agreement 2017* which can be viewed on the WA Industrial Relations Agreement website at [www.wairc.wa.gov.au](http://www.wairc.wa.gov.au)



## Information sessions

Four information sessions will be held on the following dates:

- 6.00pm – Tuesday 26 June 2018
- 10.00am – Saturday 30 June 2018
- 1.00pm – Tuesday 10 July 2018

It is strongly recommended that you attend one of these information sessions as it gives you the opportunity to find out more about the role and to ask any questions you may have.

**Please note that bookings will not be taken for these information sessions so ensure you turn up early to secure a seat. Once we have reached capacity, attendees will be turned away.**

## Assessment process

There are a number of important steps that you must meet in order to become a Transit Officer. These are:

1. **Lodging your application.** You are required to lodge your application at [www.jobs.wa.gov.au](http://www.jobs.wa.gov.au)
2. **Shortlisting.** The selection panel will read through all submitted applications to assess against the work related requirements stated in the advert and shortlist those who are competitive against these requirements.
3. **Physical Tests.** Applicants who progress through to the physical testing will be required to undergo a 'beep test' and 'dummy drag'.
4. **Online Aptitude Tests.** These tests are to assess your literacy and abstract reasoning skills.
5. **Integrity Check.** This may include investigations into suspensions from employment, past employment records and performance, workers compensation and pending criminal charges. *These screenings may be undertaken at any time throughout the recruitment process.*
6. **Interviews.** Applicants who progress to this stage will be invited to attend an interview and bring a copy of their current National Police Certificate. Referee checks will be conducted by the panel at this stage.
7. **Online Psychometric assessment.** This is a series of psychometric assessments that aligns with the one-on-one session, post panel interview.
8. **Medical clearance** (psychological and medical). Following the interviews and psychometric assessment, a one-on-one interview with a psychologist will be undertaken to further assess suitability as well as a physical medical assessment.
9. **Notification.** Successful and unsuccessful applicants will be notified by email at the conclusion of each stage of the process. Those successful at the end of the process will be placed into a pool, which will remain open for a period of 6 months.
10. **Induction and training.** Successful applicants will be selected from the pool and commence the 12-week training course as well as on-the-job training which you must successfully complete before becoming fully operational.
11. **Completion of program.** Trainees will be rostered on as qualified Transit Officers and the salary will change from *Trainee* to *Transit Officer*.

## Timelines

Stage		Date/Timeline
Stage 1	Information sessions	26 & 30 June & 10 July 2018
Stage 2	Application lodgment	Friday 22 June – Thursday 12 July 2018 closing at 9.00am ( <i>late applications cannot be accepted</i> )
Stage 3	Shortlisting	Approx. 3 weeks from close of advertising*
Stage 4	Physical testing	17, 18, 20 & 21 August 2018*
Stage 5	Aptitude testing	30 - 31 August & 3 September 2018*
Stage 6	Integrity check	Following Aptitude Testing. <i>Integrity Checks may be conducted at any stage of the recruitment process</i>
Stage 7	Interviews including referee and previous employment check	17 September – 5 October 2018*. <i>Referee checks may be conducted during any stage of the recruitment process</i>
Stage 8	Psychometric assessment	18 – 23 October 2018*
Stage 9	Psychologist interview and medical assessment.	29 October – 7 November 2018*
Stage 10	Final notification	Approximately 21 November 2018*
Stage 11	Induction and training	14 January 2019*
* These are anticipated timelines only. Dates are subject to change.		

**Applicants will be notified by email at each stage and information will be provided on the Breach of Standard Claim process.**

## Physical testing stage

Following the Shortlisting stage, applicants will be invited to attend a session which tests their physical fitness for the role.

Physical testing for Transit Officers involves two tests:

- 1. The dummy drag test.** A test of your strength for safely lifting an 'average' person.
- 2. The beep test (shuttle run).** To assess your aerobic capacity. This test requires the participant to run with an increasing pace for approximately eight minutes.

### Shuttle run/beep test

You should wear running attire (i.e. loose fitting clothing and running shoes) as you will be required to undergo a multi-stage shuttle run assessment. This assessment requires you to run at an



increasing pace between 2 markers set 20 metres apart. You will be required to increase the pace in accordance with a taped cadence.

- Male pass level: Level 7 Shuttle 1 (beep test)
- Female pass level: Level 6 Shuttle 1 (beep test)

If you have not been physically active in the past six months, it is recommended you undertake some aerobic training involving running for at least four weeks to be able to pass the beep test.

There are many ways you can prepare for the beep test:

- A good pair of running shoes is recommended so that blisters and other foot problems are avoided
- Any activity that involves running will increase your aerobic capacity. This includes team sports or running in local parks and suburbs
- If you have never done any running or intense physical activity, it is highly recommended you consult your doctor prior to commencement of an exercise program to assess your cardiovascular risk (heart attack)
- Ensure an adequate warm up and stretching period before the start of every training session.

## Example



For further information go to <https://www.youtube.com/watch?v=weEe4V0Ot2Y>

## Dummy drag

- You must drag a 70kg dummy for 10 metres, negotiate a corner then drag it another 5 metres either left or right. The cones on the ground will indicate your start and finish points.
- You must drag the dummy in the correct position, that being standing behind the dummy and holding it under the arms.
- You should bend your knees to pick up and put down the dummy for protection of your lower back.
- You must not drop the dummy.
- All movements must be safe and continuous. If you stop, this is an instant fail.
- You must place the dummy on the ground safely at the completion of the test.

Participants must demonstrate a satisfactory technique in all aspects of the dummy drag to receive a pass rating.

## Aptitude testing (online)

The PTA uses aptitude tests to assist in identifying applicants who are suitable for Transit Officers. The tests are designed to specifically 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:

1. **Grammatical.** This test measures the ability to understand written information. Applicants are asked to choose from a range of options which words best relates to the word provided. *Time allowed 10 minutes.*
2. **Abstract Reasoning.** This test assesses your ability to solve problems. It measures the ability to recognise and apply rules in a series of patterns and figures. *Time allowed 15 minutes.*

## 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.

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.

In addition to 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.

Declarations associated with the above will not automatically disqualify you from the selection process. If rejection of an applicant is considered appropriate on the basis of the information provided in a declaration, you as the applicant 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.***

## Interview

If you have been 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 opportunity to demonstrate to the panel in person why you are suitable for the role. It is also the time to ask the panel any questions you have regarding the role. Please ensure you arrive on time, dress appropriately and have your National Police Certificate with you for the panel to sight.

## National Police Certificate and referee checks

As part of the screening process, ALL applicants must provide a National Police Certificate at the panel interview. The PTA accepts National Police Certificates obtained at Australia Post or online at <http://cvcheck.com/PoliceChecks.aspx?qclid=CLYltOmHkcgCFZcivQodVAAO2A> and these must be dated 3 months or less from the date of application for the position. You MUST produce this Certificate in order to progress to the next stage of the recruitment process. If you have applied for a Certificate but have not yet received it, please bring your receipt to the interview show to the panel.

**If you do not provide a copy of either your National Police Certificate or your receipt, you may be precluded from progressing to the next stage of the process.**

The panel may ask referees how well they think you meet the requirements of the job. It is recommended you select referees who know about your relevant skills and abilities and that you let your referees know about the position and skills required **before** nominating them in your

application. The PTA may also exercise the right to contact previous and current employers. Former employees of the PTA may be subject to a reference check from previous managers/supervisors.

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

## Psychometric assessment (online)

Applicants who successfully pass the interview stage will then be invited to participate in a series of online psychometric assessments which you will have one week to complete. There are 2 parts to the assessments and you will receive an email from [Perth@working-life.net](mailto:Perth@working-life.net) or [Mail@working-life.net](mailto:Mail@working-life.net) with instructions on how to access the tests. This form of testing is used to provide another source of information to assist in determining if a person is suitable for the Transit Officer role. The psychological tests and questionnaires provide information about a person's mental abilities (eg. problem solving and language ability), and personality characteristics such as sociability and open-mindedness. The aim of the testing process is to assess abilities or characteristics which are related to successful performance of the critical work tasks.

When completing psychological tests it is important you 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.

## Psychologist interview

Following the psychometric assessment, applicants will be referred for a one-on-one interview with a psychologist to further assess suitability for the Transit Officer role. The focus of this interview is to consider the applicant's psychological suitability for work as a Transit Officer by gathering further information. The results of your psychometric testing questionnaires are also considered as part of this process.

## Medical assessment

All persons employed by the PTA are required to undergo a health assessment prior to commencement.

The health assessment comprises a health questionnaire and a medical examination. The health questionnaire asks about the applicant's 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 the applicant's responses to guide the clinical examination. An honest completion of this questionnaire is therefore important to enable appropriate assessment – it is also in your own interest to assist in early detection and management of conditions that, if not treated, might impact on the ability to perform the work safely.

## Uniform

If you are successful to a Transit Officer position you must be prepared to adhere to the Division's uniform standards. A Transit Officer must be neatly dressed in the correct attire in order to maintain our expected level of professionalism and ensure the safety of our Transit Officers at all times.

Before commencing the training program, you will be required to attend a fitting for your uniform. This is to assist the provider to have uniforms ready for the first day of training. Please note that booking in for a uniform fitting does not automatically guarantee placement in the training program.

## Selection Criteria - What do I need to address?

To be considered for this process, you are required to submit the following:

**Step 1: A current comprehensive resume with two work related referees; and**

**Step 2: A written application outlining your experience in undertaking the following two essential work related requirements in the context of the key responsibilities of the role, in no more than two A4 pages:**

1. Commitment to customer service and how you have demonstrated this in a variety of situations.
2. Communication and interpersonal skills including the ability to:
  - Communicate with people from diverse social and cultural backgrounds
  - Use your negotiation skills to resolve conflict situations
  - Follow written and verbal instructions, and
  - Work as part of a team sharing information and knowledge.

**Applicants are reminded to specifically address the above to allow the panel to fully assess and consider your application to progress you to the next stage. Please ensure you attach these documents to your online application.**

## How do I lodge my application?

You must apply online which will take approximately 30 minutes to complete. Applications will not be accepted after the closing time specified in the advertisement.

Click on the **'Apply Now'** button which is located at the top and bottom of the **Jobs WA advertisement** page and remember to attach your:

- Current comprehensive resume requested at Step 1 above; and
- Written response to the selection criteria at Step 2 above.

***Failure to supply the information requested in the above steps may preclude you from being considered further for a Transit Officer position.***

When you have submitted your application, you will receive an automated confirmation via email. This will state the date and time your application was received as well as a unique application reference number. The email will also specify any attachments that you submitted as part of your application (such as your resume and response to the questions).

If you do not receive a response within 24 hours of submitting your application or you are experiencing difficulties with lodging your application, please contact the Recruitment Team at the PTA via email at: [jobs@pta.wa.gov.au](mailto:jobs@pta.wa.gov.au).

# Preparing for the selection panel interview

All applicants should take into account the following tips to prepare for the interview:

- Be familiar with the duties outlined in the Role Statement.
- Consider the work related 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 resolved. It is also important to consider outcomes and results achieved.
- Be punctual and appropriately attired - neat and professional.
- Take time to answer each question and present answers clearly and concisely.
- Use the interview to ask any questions you may have in relation to the position.
- Ensure you have your National Police Certificate with you when attending the interview (or the receipt at a minimum).

## General Information

**As an applicant, you must have a valid email address so that you can log on to regularly check and monitor the progress of your application, as all communication will be sent to you via the email address you supplied in your application.**

Applicants who are successful to the pool may be offered a place on the Transit Officer training program. When vacancies occur, the PTA will determine the most suitable applicant from the pool for that particular vacancy and also consider any relevant organisational requirements at that time.

Applicants will remain in the pool for six months from the date they are advised of their successful inclusion in the pool. It is important to maintain your fitness during this time.

Applicants must be available to attend and participate in ALL stages of the recruitment process in order to be considered for the role. If you are not available during any part of the process, 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 note applicants who were found unsuccessful for the last two recruitment processes are not eligible to reapply to this campaign and their application will not be considered.**

Please remember that inclusion into the Transit Officer pool **does not guarantee** appointment to a Transit Officer position.

If, after reading all the information contained in this booklet, as well as the Role Statement attached to the advert, you would like to discuss the role of a Transit Officer, please contact (08) 9326 2870 (mornings) or (08) 9326 2882 (afternoons).

**Please note: Not to be contacted for assistance with the general application process.**

**Good luck with your application!**