



Public Transport
Authority



Transit Officer Information Booklet

2019



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 Public Transport Authority's (PTA) vision is to be recognised as a leader in providing world-class public transport services and solutions. Western Australia's public transport system is recognised as the best in Australia and the Perth urban rail network is considered one of the most efficient, clean and safe networks in the world. Efficient public transport is vital for the continued growth of the Western Australian economy and with investment in expansion of the urban rail network continuing via programs such as METRONET the PTA needs the skill and commitment of a talented workforce.

With an ever growing network comes an increase in the need for more Transit Officers to ensure a safe and efficient train journey for our passengers. Part of this recruitment drive will be to source Transit Officers for the upcoming Forresterfield Airport Link rail line.

As a PTA employee and Transit Officer you will receive a range of benefits:

- Full uniform including boots
- 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 an employee of the PTA. Living the values requires a genuine understanding of the values and knowing how to apply them to your own work.

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
Safety:	We are committed to safety and protecting your future
Sustainability:	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.

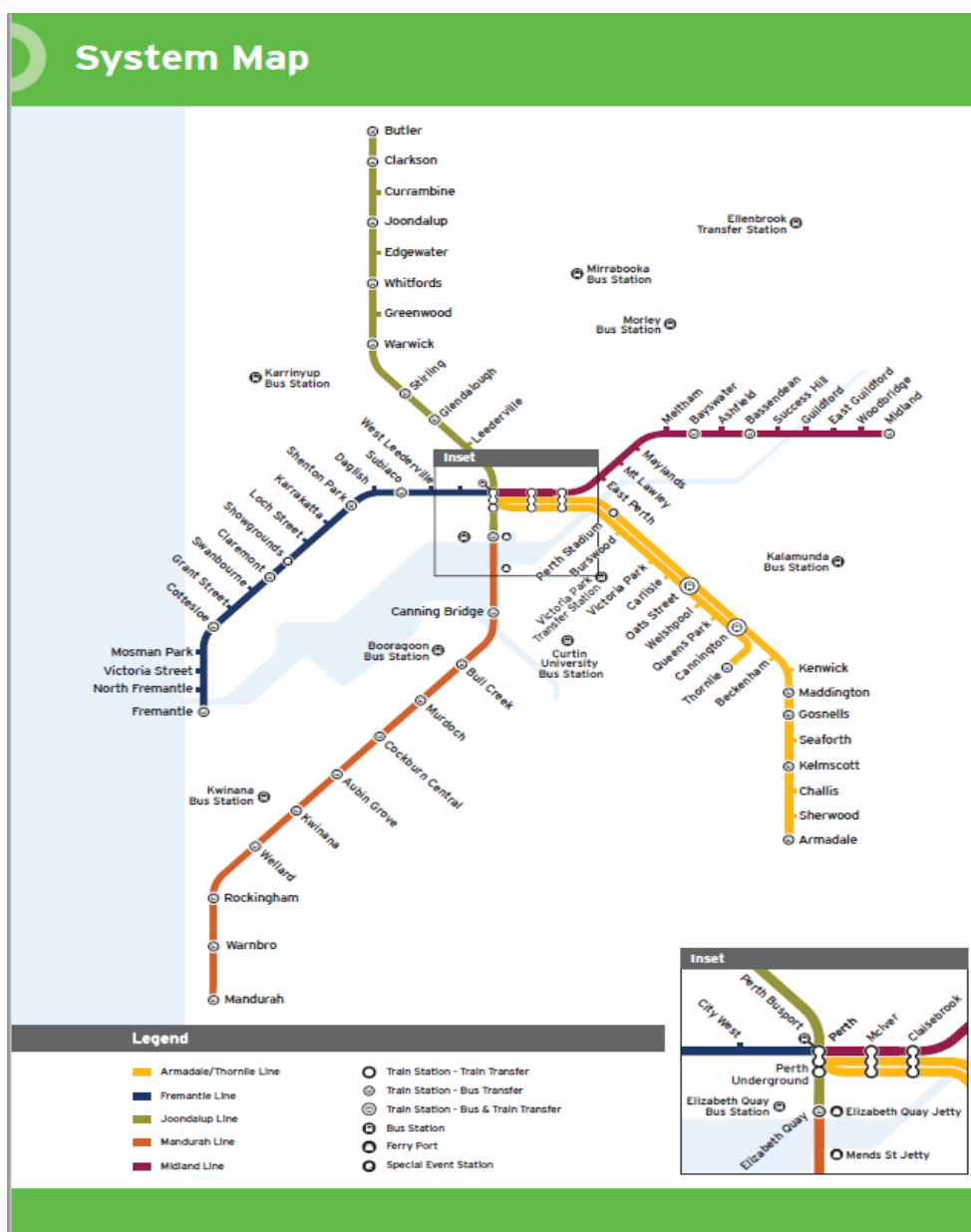
If you are seeking a rewarding position, have the **physical capabilities** required, can **handle pressure** and the challenge of **resolving problems** and **difficult situations**, this may be the job for you!

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.

For more information on METRONET, visit www.metronet.wa.gov.au

Transit Zone Map



Employment conditions

Transit Officer positions are permanent and you will need to satisfy the Australian Permanent Residency requirements to be eligible for employment.

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.

You must be available to attend all stages of the recruitment process in order to be properly assessment against the requirements of the role (travel to and from all assessments is at the applicant's expense).

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

Transit Officers are provided with a comprehensive 13-week training course that includes:

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

At the end of the 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 \$1,019.60 per week, plus appropriate shift penalties whilst undergoing on-the-job training. When fully trained, your salary will be \$1,192.80 per week plus penalties. As you progress, you may earn up to \$1,325.00 per week plus penalties. You are entitled to five weeks annual leave.

The Transit Officer School is due to commence Monday 17 June 2019, however as you are paid in arrears, your first pay-day will be Wednesday 3 July 2019 and you will receive pay for the period 9 – 22 June 2019.

Your next full pay date will be on Wednesday 17 July 2019 for the period 23 June – 6 July 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

Information sessions

Four information sessions will be held on the following dates:

- 6.00pm – Wednesday 12 December 2018
- 10.00am – Saturday 15 December 2018
- 1.00pm – Tuesday 18 December 2018

It is strongly recommended that you attend one of these 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 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

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. 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. 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. You will also be required to undertake 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 six months.

10. Induction and training

Successful applicants will be selected from the pool and commence the 13-week training course as well as on-the-job training which you must successfully complete before becoming fully operational.

11. Completion of Training

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	12, 15 & 18 December 2018
Stage 2	Application lodgment	7 – 27 December 2018 closing at 9.00am <i>(late applications will not be accepted)</i>
Stage 3	Shortlisting	Approx. 3 weeks from close of advertising
Stage 4	Physical testing	1 & 2 February 2019
Stage 5	Aptitude testing	13 February 2019
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	6 – 22 March 2019 <i>Referee checks may be conducted during any stage of the recruitment process</i>
Stage 8	Psychometric assessment	4 – 9 April 2019
Stage 9	Psychologist interview and medical assessment.	15 – 26 April 2019
Stage 10	Final notification	Approximately 7 May 2019
Stage 11	Induction and training	17 June 2019
All dates are subject to change. The above timeline is indicative only.		

Applicants will be notified by email at the completion of each stage of the recruitment 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. Dummy drag.** A test of your ability and physical strength to safely drag a 70kg mannequin in an emergency situation.
- 2. Beep test.** To assess your aerobic capacity. This test requires the participant to run with an increasing pace for approximately eight minutes.

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=weEe4V00t2Y>

Dummy drag

- You must drag a 70kg mannequin 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 will need to show that you are dragging the mannequin in the correct position, which is standing behind the mannequin and holding it under the arms.
- You should bend your knees to pick up and put down the mannequin for the protection of your lower back.
- You must not drop the mannequin.
- All movements must be safe and continuous. If you stop, this is an instant fail.
- You must place the mannequin on the ground safely at the completion of the test.

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

Aptitude testing

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=CLYltOmHkcgCFZcJvQodVAAO2A> 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

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 or 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 covering letter outlining the following 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. Emailed, late or pro forma applications will not be accepted.

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
- Covering letter in no more than two A4 pages 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.

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!