



Public Transport
Authority



Transit Officer Information Booklet 2023 / 2024



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

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 the 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.

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 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

Do you know the role of a Transit Officer?

Transit Officers play a vital role in ensuring the safety and security of our passengers. Many people are unaware of what Transit Officers do and think that their role is simply to check tickets and issue fines. Transit Officers are **law enforcement officers** who, while on PTA property, have powers similar to that of WA Police.

Transit Officers patrol trains and stations with some mobile in a patrol vehicle. They are equipped and trained to deal with public disorder offences on the rail network. They 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. They prepare court briefs and other associated legal paperwork to prefer charges against a person who has committed certain offences on the rail network.

Transit Officers are often the first responders to emergencies. They assist emergency services and safety officers in managing the incident. Apart from law enforcement and emergency response, Transit Officers have a large focus on customer service requirements on a day-to-day basis.

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

If you are seeking a rewarding position, have the **physical capabilities** required, and 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 Job Description Form (JDF).

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

Training

Transit Officers are provided with a comprehensive Transit Officer Recruit Training course (up to 14 weeks) for a nationally recognised qualification that includes:

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

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

Wages

During training, your wage will be \$1,148.50 per week, plus appropriate shift penalties whilst undergoing on-the-job training. When fully trained, your wage will be \$1,351.20 per week plus penalties. As you progress, you may earn up to \$1,483.40 per week plus penalties. You are entitled to five weeks of annual leave.

When you are qualified as a Transit Officer, you will be required to complete a six-month probationary period.

The Transit Officer Recruit Training is due to commence on **Monday 6 May 2024**, however as you are paid in arrears, your first pay day will be on **29 May 2024**, and you will receive the payment for the period of 6 – 18 May 2024.

Your next full pay date will be on **12 June 2024** for the fortnight of 19 May – 1 June 2024.

Work Location

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

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 *Public Transport Authority / ARTBIU (Transit Officers) Industrial Agreement 2022* which can be viewed on the WA Industrial Relations Agreement website at www.wairc.wa.gov.au.

Recruitment process

There are several important steps that you must meet 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. Eligibility

Panel review of your full application to determine who will progress to the next stage

3. Aptitude Testing & Physical Testing

- **Aptitude Testing** - These tests are to assess your verbal and mathematic skills.
- **Physical Testing** - Applicants must successfully demonstrate and complete a series of physical testing activities.

4. Interviews

Applicants who progress to this stage will be invited to attend a job interview and bring a photo ID.

5. Reference & Integrity Checks

The panel will contact your referees to assess your suitability for the role and Integrity forms will be sent to the PTA Investigation Team. These checks may be undertaken at any stage during the recruitment process.

6. Online Psychometric assessment

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

7. Medical Assessment & Psychological Interviews

A pre-employment medical assessment and one-on-one interview with a psychologist to further assess suitability for the role requirements.

8. Notifications

Successful and unsuccessful applicants will be notified by email after each stage of the process. Those successful at the end of the process will be placed into the recruitment pool, which will remain open for 12 months.

9. Induction & Training

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

Timelines

Stage		Date/Timeline
Stage 1	Application lodgment	Opens 29 December 2023 closing at 9.00 am 19 January 2024 (Emailed, late or pro forma applications will not be accepted)
Stage 2	Eligibility	Panel review of your full application to determine who will progress to the next stage.
Stage 3	Online Aptitude Testing & Physical Testing	26 January – 31 January 2024
Stage 4	Interviews & ID	8 February - 15 February 2024
Stage 5	Reference & Integrity Checks	18 February – 21 February 2024
Stage 6	Online Psychometric Assessment	28 February – 3 March 2024
Stage 7	Psychological Interviews and CAT 2 Medicals	6 March – 15 March 2024
Stage 8	Final notification	28 March 2024
Stage 9	Induction and training	6 May 2024
All dates are subject to change. The above timeline is indicative only.		

Applicants will be notified by email after each stage of the recruitment process.

Online Aptitude Testing

The PTA uses aptitude tests to assist in identifying applicants who are suitable to become 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. **Verbal Reasoning:** Assesses the ability to comprehend written information. The aptitude test contains a series of passages followed by questions that need to be answered based on the information presented. Time allowed 16 minutes.
2. **Entry Mathematics:** Assesses the ability to comprehend numerical data. The aptitude test contains a series of data sets, followed by questions which need to be answered using the data presented. Time allowed 16 minutes.
3. **Error Checking:** Assesses the ability to check the correctness of transposed information. The aptitude test contains four sets of original and transposed information where transposition errors must be identified. Time allowed 6 minutes.

Physical Testing

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

Physical testing for Transit Officers involves seven tests:

1. **Shuttle Run - Beep Test:** to measure the candidate's ability to respond to critical incidents in a timely manner.
2. **Stairs:** a test to assess the candidate's ability to ascend and descend stairs.
3. **Kneeling:** this test is to assess a candidate's capacity to perform tasks in kneeling.
4. **Sustained Grip, Carry and Lift:** assess the candidate's ability to complete a dynamic lift and carry.
5. **Drag:** this test is to assess dynamic pulling strength and capacity e.g., moving non-compliant detainees.
6. **Sustained Pinch Test:** this test is to assess pinch grip strength and ability to operate handcuffs and grip keys.
7. **Prolonged Standing:** this test is to assess tolerance for standing over a prolonged period.

For more detailed information on the physical testing requirements, please visit

<https://www.pta.wa.gov.au/careers/transit-officer-recruitment>.

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 and 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 based on the information provided in a declaration, you as the applicant will be allowed 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 any stage during your employment with the PTA.

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 with you a photo ID for the panel to sight.

National Police Certificate and Reference Checks

As part of the screening process, ALL applicants 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> and these must be dated 3 months or less from the date of application for the position.

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 the Psych provider 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 (e.g., problem solving and language ability), and personality characteristics such as sociability and open-mindedness. The testing process aims to assess abilities or characteristics that are related to the successful performance of critical work tasks.

When completing psychological tests, you must 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 before commencement.

The health assessment comprises a health questionnaire and a medical examination. The health questionnaire asks about the applicant's medical history and includes several 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 interest to assist in the early detection and management of conditions that, if not treated, might impact the ability to perform the work safely. At this time, you will be asked to provide copies of the National Police Clearance Certificate, Driver's Licence and proof of Australian residency.

Uniform

If you are successful in a Transit Officer position, you must be prepared to adhere to the PTA's uniform standards. A Transit Officer must be neatly dressed in the correct attire to maintain our expected level of professionalism and always ensure the safety of our Transit Officers. The PTA has ensured reasonable efforts have been made to accommodate the various religious and ceremonial requirements of an ethnically and religiously diverse workforce without degrading 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 assist the uniform provider to have uniforms ready for the first day of the training course. Please note that having an appointment for a uniform fitting does not automatically guarantee your placement in the Transit Officer Recruit Training course.

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:

- A current comprehensive resume with two work-related referees; and
- A completed Integrity and Qualification Consent Form (attached to the advert on jobs.wa.gov.au) as all PTA positions are subject to ongoing integrity screening.

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.

Preparing for the selection panel interview

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

- Be familiar with the duties outlined in the 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 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 about the position.

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 in the recruitment pool may be offered a place on the Transit Officer Recruit Training course. When vacancies occur, the PTA will determine the most suitable applicant from the recruitment pool for that vacancy and consider any relevant organisational requirements at that time.

Applicants will remain in the recruitment pool for 12 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 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 remember that inclusion into the Transit Officer recruitment pool **does not guarantee** an appointment to a Transit Officer position.

If, after reading all the information contained in this booklet, as well as the JDF attached to the advert, you would like to discuss the role of a Transit Officer, please contact (08) 9326 2882 during office hours. **Please note: this number is not to be contacted for assistance with the general application process.**

As a result of the changing COVID-19 restrictions, there may be unavoidable delays in progressing stages of this recruitment process. We will keep you informed throughout this process should it be delayed, and we thank you for your patience.

For each stage of this recruitment process, the PTA and third-party providers have put measures in place to ensure we follow the Government's COVID-19 requirements/restrictions.

Good luck with your application!