



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **LMFPT3016A Provide advice to customers on piano tuning and repair**

**Revision Number: 1**

## LMFPT3016A Provide advice to customers on piano tuning and repair

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	This unit describes the skills and knowledge required to provide advice to customers regarding the repair and tuning of pianos.
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### Application of the Unit

<b>Application of the unit</b>	This unit applies to the skills and knowledge required to assess a piano for the tuning requirements and identify any faults and repairs before providing advice to customers. The unit applies in a workplace and on-site environment and may be conducted in small to large enterprises.
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<b>Prerequisite units</b>	Nil	

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan for work	<p>1.1. <b>OHS requirements, legislative requirements</b> and <b>workplace practices</b> relevant to tuning and repairing pianos are verified and complied with.</p> <p>1.2. Customer requirements regarding suitable time and date for appointment are received and confirmed with appropriate personnel.</p> <p>1.3. Communication with others involved with the work is established and maintained to ensure efficient workflow, co-ordination, personnel co-operation and safety throughout the application of this competency.</p> <p>1.4. Written instructions are followed.</p> <p>1.5. <b>OHS practices</b> are adhered to throughout the work</p>
2. Identify customer requirements	<p>2.1. Questioning and <b>active listening</b> techniques are used to clarify customer requirements.</p> <p>2.2. <b>Feedback</b> is provided to customer to ensure correct interpretation of requirements.</p>
3. Assess piano for faults and relevant repairs	<p>3.1. Piano case parts are removed and stored safely away from the instrument.</p> <p>3.2. <b>Faults</b> are identified and recorded according to workplace practices.</p> <p>3.3. Appropriate repairs required to rectify faults are determined.</p> <p>3.4. Piano case parts are reassembled according to workplace practices.</p> <p>3.5. Work area is cleared and waste removed.</p> <p>3.6. <b>Workplace documentation</b> is completed.</p>
4. Assess piano tuning requirements	<p>4.1. <b>Frequency of tuning</b> is determined, based on industry recommendations.</p> <p>4.2. Customer is advised on <b>environmental conditions</b> which may affect tuning stability.</p>
5. Provide customer with recommendations	<p>5.1. Customer is advised both verbally and in writing of recommendations regarding tuning and repair of piano.</p> <p>5.2. Customer is given options regarding priority of repairs, so they can give an informed decision.</p> <p>5.3. Options regarding materials used in repairs are explained to, and discussed with the customer to facilitate customer understanding of available</p>

ELEMENT	PERFORMANCE CRITERIA
	products and services.
6. Present quotation to customer	<p>6.1. <i>Quotation</i> is prepared for the tuning and repair of piano including all <i>costs</i>.</p> <p>6.2. Customer is presented with quotation, which includes a breakdown of costs for all options for tuning and repair.</p> <p>6.3. Benefits of each option are explained to the customer to facilitate informed decision making.</p> <p>6.4. Customer commitment to agreed repairs and tuning is gained in accordance with workplace practices.</p> <p>6.5. Customer is informed of rights and obligations regarding product or service.</p>
7. Finalise process	<p>7.1. Documentation is completed and submitted to appropriate personnel following workplace practices.</p> <p>7.2. Contact is maintained with customer throughout the tuning and repair process.</p>

## Required Skills and Knowledge

Required knowledge
<ul style="list-style-type: none"> <li>• State or Territory OHS legislation, regulations, standards and codes of practice relevant to repairing, rebuilding and tuning pianos</li> <li>• organisational and site standards, requirements, policies and procedures for providing advice to customers</li> <li>• options available to customers for tuning and repairing pianos</li> <li>• types, characteristics, uses, limitations and preparation of materials and equipment used in piano repair and manufacture</li> <li>• problem identification and resolution</li> <li>• strategies for planning and monitoring activities</li> <li>• consultation methods, techniques and protocols</li> <li>• terms used to describe components of pianos</li> <li>• terms used to describe the processes involved in tuning and repair</li> <li>• procedures for the recording, reporting and maintenance of workplace records and information</li> <li>• mathematical techniques for estimation and measurement of materials</li> </ul>

## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Identify products and materials used in piano tuning, repair and rebuilding
- Conducting meetings with customer to determine piano requirements
- Assessing and reporting on customer satisfaction
- Analysing sales and product development data
- Completing workplace documentation
- Advise customer on at least three occasions involving tuning, repair and rebuilding options for an upright and grand piano
- Communicate and work with others in the work area

#### Context of and specific resources for assessment

Assessment may occur on the job or in a simulated workplace environment in accordance with work practices and safety requirements

Assessment is to occur under standard work practices, and to comply with legislative and regulatory requirements.

The following resources should be made available:

- hand and power tools used in the repair and manufacture of pianos
- materials used in the repair and manufacture of pianos
- safety and personal protective equipment
- holding and supporting equipment
- workplace location or simulated workplace

#### Method of assessment

Assessment must confirm consistency (over time and in a range of workplace relevant contexts) in application of skills and knowledge when:

- organising work
- completing tasks according to instructions
- working systematically with attention to detail
- identifying improvements and avoiding damage
- using workplace practices
- using OHS practices
- assessing operational readiness of tools and

**EVIDENCE GUIDE**

equipment

- recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions

Assessment must include a variety of project or work activities that allow the candidate to demonstrate competency in the unit

Assessment should be by direct observation of tasks and include questioning on required knowledge and skills to ensure correct interpretation and application.

Assessment should be conducted over time and may be in conjunction with assessment of other units of competency

## Range Statement

<b>RANGE STATEMENT</b>	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<b>Legislative/regulatory requirements</b>	All work must comply with relevant Federal and State or Territory legislative or regulatory requirements.
<b>OHS requirements may include:</b>	Relevant Federal, State or Territory OHS legislation, regulations, standards and codes of practice, and workplace policies and procedures, including the use of personal protection equipment, hazard and risk control and manual handling.
<b>Legislative requirements may include:</b>	Relevant Federal, State or Territory legislation, including award and enterprise agreements, industrial relations, Australian Standards, confidentiality and privacy, the environment, equal opportunity, anti-discrimination, industry codes of practice.
<b>Workplace practices may include:</b>	Site guidelines, policies and procedures relating to own role, quality assurance, procedural manuals, tool manufacturer's recommendations, ethical standards, recording and reporting, equipment use, maintenance and storage, environmental management (waste disposal, recycling, re-use).
<b>OHS practices may include:</b>	<p>Hazard identification and control, risk assessment and implementation of risk reduction measures specific to the tasks described by this unit, and may relate to:</p> <ul style="list-style-type: none"> <li>• manual handling techniques</li> <li>• standard operating procedures</li> <li>• personal protective equipment</li> <li>• safe materials handling</li> <li>• taking of rest breaks</li> <li>• ergonomic arrangement of workplaces</li> </ul>

<b>RANGE STATEMENT</b>	
	<ul style="list-style-type: none"> <li>• following marked walkways</li> <li>• safe storage of equipment</li> <li>• housekeeping</li> <li>• reporting accidents and incidents</li> <li>• environmental practices</li> </ul>
<b>Active listening may include:</b>	<ul style="list-style-type: none"> <li>• maintaining eye contact, asking questions to clarify meaning</li> </ul>
<b>Feedback may include:</b>	<ul style="list-style-type: none"> <li>• verbal or written response</li> </ul>
<b>Faults may include:</b>	<ul style="list-style-type: none"> <li>• worn, loose or broken action parts or keyboards</li> <li>• worn or broken pedal systems</li> <li>• tuning instability</li> <li>• cracks or delamination of bridges, ribs and soundboards</li> <li>• case faults</li> </ul>
<b>Workplace documentation may include:</b>	Time sheets, customer cards, work orders, including job sheets, cutting lists, plans, drawings and designs, tool maintenance records and schedules
<b>Frequency of piano tuning may vary according to:</b>	<ul style="list-style-type: none"> <li>• condition and age of piano</li> <li>• amount of use of the piano</li> <li>• quality of the piano</li> <li>• internal and external humidity changes</li> </ul>
<b>Environmental conditions may include:</b>	<ul style="list-style-type: none"> <li>• piano position in home or other location</li> <li>• air conditioning and heating</li> <li>• seasonal temperature and humidity changes</li> </ul>
<b>Quotation may include:</b>	<ul style="list-style-type: none"> <li>• progressive listing of repair points in an orderly format</li> <li>• all costs</li> <li>• statement of warranty terms</li> <li>• statement of payment terms, including deposit</li> <li>• estimation of the time the instrument will be out of service</li> </ul>
<b>Costs may include:</b>	<ul style="list-style-type: none"> <li>• material used in repair</li> <li>• labour</li> <li>• travel expenses (if applicable)</li> <li>• shipping of parts or piano</li> </ul>

**Unit Sector(s)**

<b>Unit sector</b>	Piano Technology
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**Competency field**

<b>Competency field</b>	
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**Co-requisite units**

<b>Co-requisite units</b>		