



**Australian Government**

**Assessment Requirements for MSFPT3016  
Provide advice to customers on piano  
tuning and repair**

**Release: 1**

# Assessment Requirements for MSFPT3016 Provide advice to customers on piano tuning and repair

## Modification History

Release 1 - New unit of competency

## Performance Evidence

- Interpret work order and locate and apply relevant information
- Apply safe handling requirements for equipment, products and materials, including use of personal protective equipment
- Identify materials used in the work process
- Follow work instructions, operating procedures and inspection processes to:
  - minimise the risk of injury to self or others
  - prevent damage to goods, equipment and products
  - maintain required production output and product quality
- Conduct meetings with customer to determine piano requirements and assess and report on customer satisfaction
- Analyse sales and product development data to complete workplace documentation
- Advise customers and prepare a quotation on at least three (3) occasions involving tuning, repair and rebuilding options for an upright and a grand piano
- Use mathematical ideas and techniques to correctly complete measurements, calculate area and estimate material requirements
- Communicate ideas and information to enable confirmation of work requirements and specifications and the reporting of work outcomes and problems, interpret basic plans and follow safety procedures
- Avoid backtracking, work flow interruptions or wastage
- Work with others and in a team by recognising dependencies and using cooperative approaches to optimise work flow and productivity

## Knowledge Evidence

- State or territory WHS legislation, regulations, standards and codes of practice relevant to providing advice to customers on piano tuning and repair
- Organisational and site standards, requirements, policies and procedures for providing advice to customers
- Options available to customers for tuning and repairing pianos
- Types, characteristics, uses, limitations and preparation of materials and equipment used in piano repair and manufacture
- Relevant problem identification and resolution
- Strategies for planning and monitoring activities
- Consultation methods, techniques and protocols

- Terms used to describe components of pianos
- Terms used to describe the processes involved in tuning and repair
- Procedures for the recording, reporting and maintenance of workplace records and information
- Mathematical techniques for estimation and measurement of materials

## Assessment Conditions

- Assessors must:
  - hold training and assessment competencies as determined by the National Skills Standards Council (NSSC) or its successors
  - have vocational competency in the furnishing industry at least to the level being assessed with broad industry knowledge and experience, usually combined with a relevant industry qualification
  - be familiar with the current skills and knowledge used and have relevant, current experience in the furnishing industry.
- Assessment methods must confirm consistency of performance over time rather than a single assessment event and in a range of workplace relevant contexts.
- Assessment must be by observation of relevant tasks with questioning on underpinning knowledge and, where applicable, multimedia evidence, supervisor's reports, projects and work samples.
- Assessment is to be conducted on single units of competency or in conjunction with other related units of competency. Foundation skills are integral to competent performance in the unit and should not be assessed separately.
- Assessment must occur on the job or in a workplace simulated facility with relevant process, equipment, materials, work instructions and deadlines.
- Access is required relevant workplace documentation required to provide advice to customers on piano tuning and repair.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0601ab95-583a-4e93-b2d4-cfb27b03ed73>