



Australian Government

MSFPT3016 Provide advice to customers on piano tuning and repair

Release: 1

MSFPT3016 Provide advice to customers on piano tuning and repair

Modification History

Release 1 - New unit of competency

Application

This unit of competency covers providing advice to customers regarding the repair and tuning of pianos, including identifying any faults and repairs required, and calculating all costs.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Competency Field

Unit Sector

Piano Technology

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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| 1 Plan for work | 1.1 Work health and safety (WHS) requirements, legislative requirements and workplace practices relevant to tuning and repairing pianos are verified and complied with |
| | 1.2 Customer requirements regarding suitable time and date for appointment are received and confirmed with appropriate personnel |
| | 1.3 Communication with others involved with the work is established and maintained to ensure efficient work flow, coordination, personnel cooperation and safety |
| | 1.4 Written instructions are followed |
| 2 Identify customer requirements | 2.1 Questioning and active listening techniques are used to clarify customer requirements |
| | 2.2 Feedback is provided to customer to ensure correct |

		interpretation of requirements
3	Assess piano for faults and relevant repairs	3.1 Piano case parts are removed and stored safely away from the instrument 3.2 Faults are identified and recorded according to workplace practices 3.3 Appropriate repairs required to rectify faults are determined 3.4 Piano case parts are re-assembled according to workplace practices 3.5 Work area is cleared and waste removed 3.6 Workplace documentation is completed
4	Assess piano tuning requirements	4.1 Frequency of tuning is determined, based on industry recommendations 4.2 Customer is advised on environmental conditions which may affect tuning stability
5	Provide customer with recommendations	5.1 Customer is advised both verbally and in writing of recommendations regarding tuning and repair of piano 5.2 Customer is given options regarding priority of repairs so they can give an informed decision 5.3 Options regarding materials used in repairs are explained to and discussed with the customer to facilitate customer understanding of available products and services
6	Present quotation to customer	6.1 Quotation is prepared for the tuning and repair of piano, including all costs 6.2 Customer is presented with quotation, which includes a breakdown of costs for all options for tuning and repair 6.3 Benefits of each option are explained to the customer to facilitate informed decision making 6.4 Customer commitment to agreed repairs and tuning is gained in accordance with workplace practices 6.5 Customer is informed of rights and obligations regarding product or service

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| 7 | Finalise process | 7.1 | Documentation is completed and submitted to appropriate personnel following workplace practices |
| | | 7.2 | Contact is maintained with customer throughout the tuning and repair process |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency. Detail on appropriate performance levels for each furnishing unit of competency in reading, writing, oral communication and numeracy utilising the Australian Core Skills Framework (ACSF) are provided in the Furnishing Training Package Implementation Guide.

Range of Conditions

Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Range is restricted to essential operating conditions and any other variables essential to the work environment.

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| Unit context includes: | <ul style="list-style-type: none"> • WHS requirements, including legislation, building codes, material safety management systems, hazardous and dangerous goods codes, and local safe operating procedures or equivalent • work is carried out in accordance with legislative obligations, environmental legislation, relevant health regulations, manual handling procedures and organisation insurance requirements • work requires individuals to demonstrate some discretion, judgement and problem solving |
| Active listening includes: | <ul style="list-style-type: none"> • maintaining eye contact • asking questions to clarify meaning |
| Feedback includes: | <ul style="list-style-type: none"> • verbal or written response |
| Faults include: | <ul style="list-style-type: none"> • worn, loose or broken action parts or keyboards • worn or broken pedal systems • tuning instability • cracks or delamination of bridges, ribs and soundboards • case faults |
| Frequency of piano tuning varies according | <ul style="list-style-type: none"> • condition and age of piano • amount of use of the piano |

to:	• quality of the piano • internal and external humidity changes
Environmental conditions include:	• piano position in home or other location • air conditioning and heating • seasonal temperature and humidity changes
Quotations include:	• progressive listing of repair points in an orderly format • all costs • statement of warranty terms • statement of payment terms, including deposit • estimation of the time the instrument will be out of service
Costs include:	• material used in repair • labour • travel expenses (if applicable) • shipping of parts or piano
Personal protective equipment includes:	• that prescribed under legislation, regulations and enterprise policies and practices
Information and procedures include:	• workplace procedures relating to the use of tools and equipment • work instructions, including job sheets, cutting lists, plans, drawings and designs • workplace procedures relating to reporting and communication • manufacturer specifications and operational procedures

Unit Mapping Information

Supersedes and is equivalent to LMFP3016A 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>

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

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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.

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