



Australian Government

Assessment Requirements for MSFPT4001 Provide advice to customers on piano tuning and repair

Release: 1

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Modification History

Release 1. Changes to code, application, elements, performance criteria, assessment requirements. Foundation skills added. Range of conditions removed. Assessment requirements changed.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and demonstrated the ability to:

- assess 3 different pianos and provide advice and an accurate quotation for tuning and/or repair work for each of the pianos.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- types, characteristics, uses, limitations and preparation of materials and equipment used in piano repair and manufacture
- piano tuning and repair terminology
- options available to customers for tuning and repairing pianos, including different materials
- factors that affect the frequency of piano tuning required:
 - condition and age of piano
 - amount of use of the piano
 - quality of the piano
 - environmental considerations:
 - internal and external humidity changes
 - piano position in home or other location
 - air conditioning and heating
 - seasonal temperature and humidity changes
- typical faults and items requiring repair and actions required:
 - 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
- required inclusions for customer quotations:
 - progressive listing of repair points in an orderly format

- all costs – materials, labour, shipping of parts, potential travel expenses
- statement of warranty terms
- statement of payment terms, including deposit
- estimation of the time the instrument will be out of service.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources required for performance evidence, including:
 - pianos for assessment
 - customers
 - tools required for piano assessment and disassembly/reassembly

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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