



Australian Government

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.

Application

This unit describes the skills and knowledge required to assess piano tuning and repair requirements, liaise with the customers and provide advice and accurate quotations for repair and tuning work.

This unit applies to piano technologists who work in accordance with established procedures, using discretion, judgement and problem-solving to apply and communicate technical solutions to resolve predictable and unpredictable issues. They use factual, technical and theoretical knowledge to identify, analyse, compare and act on information from a range of sources.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Competency Field

Piano Technology

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Establish customer requirements	1.1 Obtain initial information about tuning and repair requirements from workplace and customer information 1.2 Use questioning and active listening techniques to clarify customer needs and perceived issues 1.3 Provide feedback to customer to ensure correct interpretation of requirements

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
2. Assess piano	2.1 Remove piano case parts and stored safely away from instrument 2.2 Identify and record piano faults based on inspection of instrument 2.3 Determine nature and scope of repairs required to rectify faults from assessment 2.4 Determine required frequency of tuning based on industry recommendations and advise customer on conditions that may affect tuning stability 2.5 Reassemble piano case parts after assessment to return to original state
3. Provide customer with recommendations	3.1 Advise customer of recommendations for tuning and repair 3.2 Provide customer with options regarding priority of repairs to support informed decision 3.3 Explain and discuss options about materials used in repairs to facilitate customer understanding of available products and services
4. Present quotation to customer	4.1 Agree and accurately document customer requirements 4.2 Prepare and document quotation that includes accurate breakdown of all relevant costs 4.3 Provide information that includes advice on terms and conditions in accordance with workplace procedures 4.4 Obtain customer approval for work in accordance with workplace practices

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Reading skills to interpret familiar workplace procedures and work documentation
- Writing skills to communicate information in familiar workplace documents
- Numeracy skills to estimate costs and make calculations to establish final price of work.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

Release 1. Supersedes and is not equivalent to MSFPT3016 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 MSFPT4001 Provide advice to customers on piano tuning and repair

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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.

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