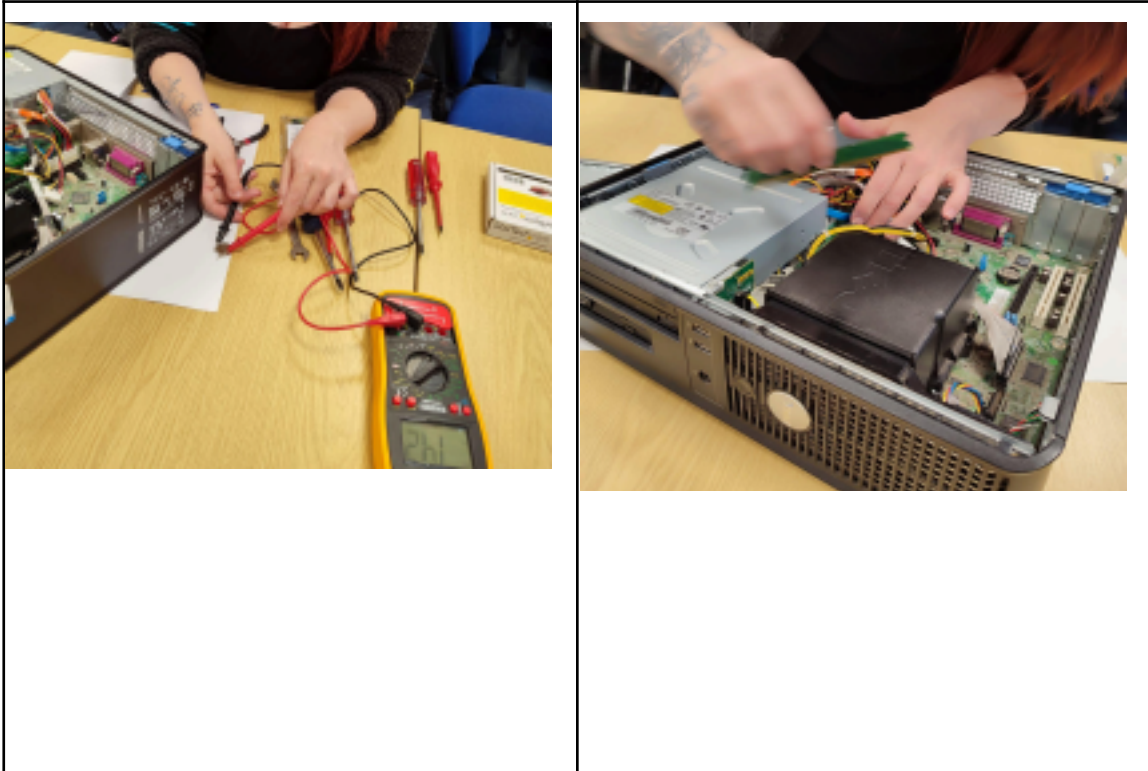
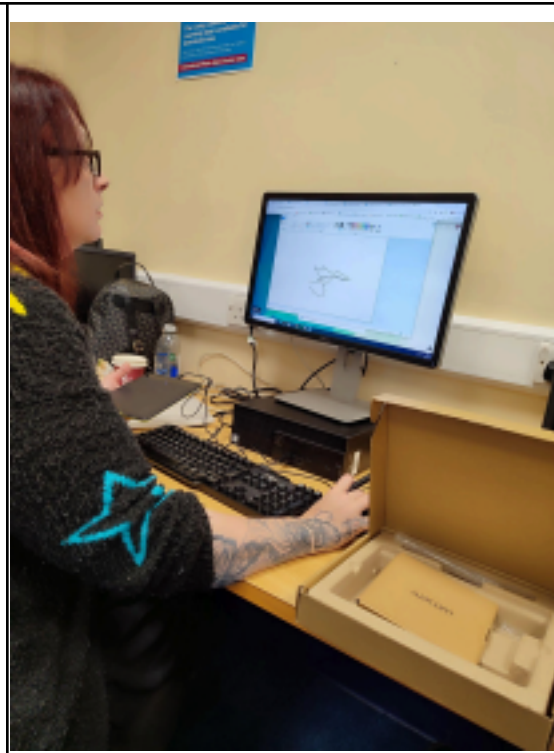


WITNESS STATEMENT

Learner name:	Lisa Jones
Qualification:	BTEC Level 2 First Diploma in Information and Creative Technology
Unit number & title:	U14: Installing and Maintaining Computer Hardware
Description of activities undertaken (please be as specific as possible)	
The student has performed a hardware installation on a desktop PC to repair hardware faults and has also installed a new piece of external hardware	
Supporting evidence of activity (eg. Photographs/screenshot) if applicable	





Student has shown evidence of the following:	✓ Tick if applicable
Install and maintain hardware in a technology system that includes the: <ul style="list-style-type: none"> • repair of at least two different internal hardware component faults • upgrade of at least two different internal hardware components • installation of at least one additional external hardware device (2C.P4)	✓
Test the modified technology system for functionality against the purpose and repair any faults as necessary. (2C.P5)	✓
Explain how the modified technology system is suitable for the intended purpose and original requirements (2C.P6)	✓
Other supporting evidence of activity	

Lisa dismantled the tower to install an internal USB 3.0 PCI Express card, an anti-static mat was used for safety. After testing the CMOS battery with a multimeter and confirming it was dead, she replaced it with a new one. She also upgraded the RAM, removing the older module and installing a more powerful DDR version. Upon rebooting, the student plugged in a graphics tablet and tested it in Paint, demonstrating its use for precision input. She described how each change would improve speed, reliability, and functionality for the end user, particularly if they needed to produce graphics as part of their work. Lisa discussed how using the CD-ROM included in the box can allow the user to modify the settings of the tablet so it can be customised like for instance, if the user wanted a set-up suitable for left-handed use.



Assessment criteria (for which the activity provides evidence)

- 2C.P4 - Install and maintain hardware in a technology system that includes the:
- repair of at least two different internal hardware component faults
 - upgrade of at least two different internal hardware components
 - installation of at least one additional external hardware device
- 2C.P5 - Test the modified technology system for functionality against the purpose and repair any faults as necessary.
- 2C.P6 - Explain how the modified technology system is suitable for the intended purpose and original requirements.

Witness name:	Marc Casson	Job role:	Lecturer
Witness signature:		Date:	08/05/2025
Learner name:	Lisa Jones		
Learner signature:	 21062233@cambria.ac.uk	Date:	08/05/2025