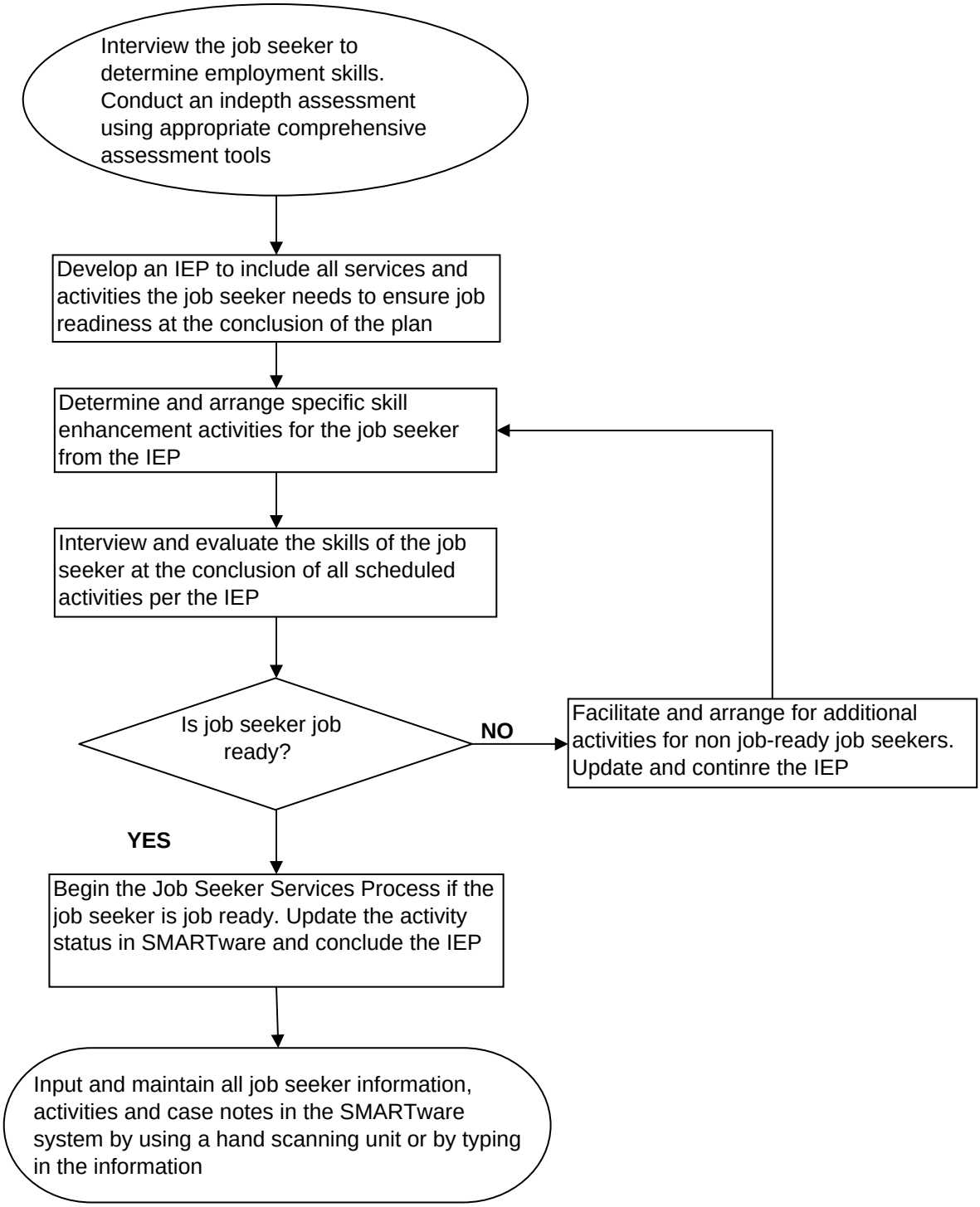Skills Development Process