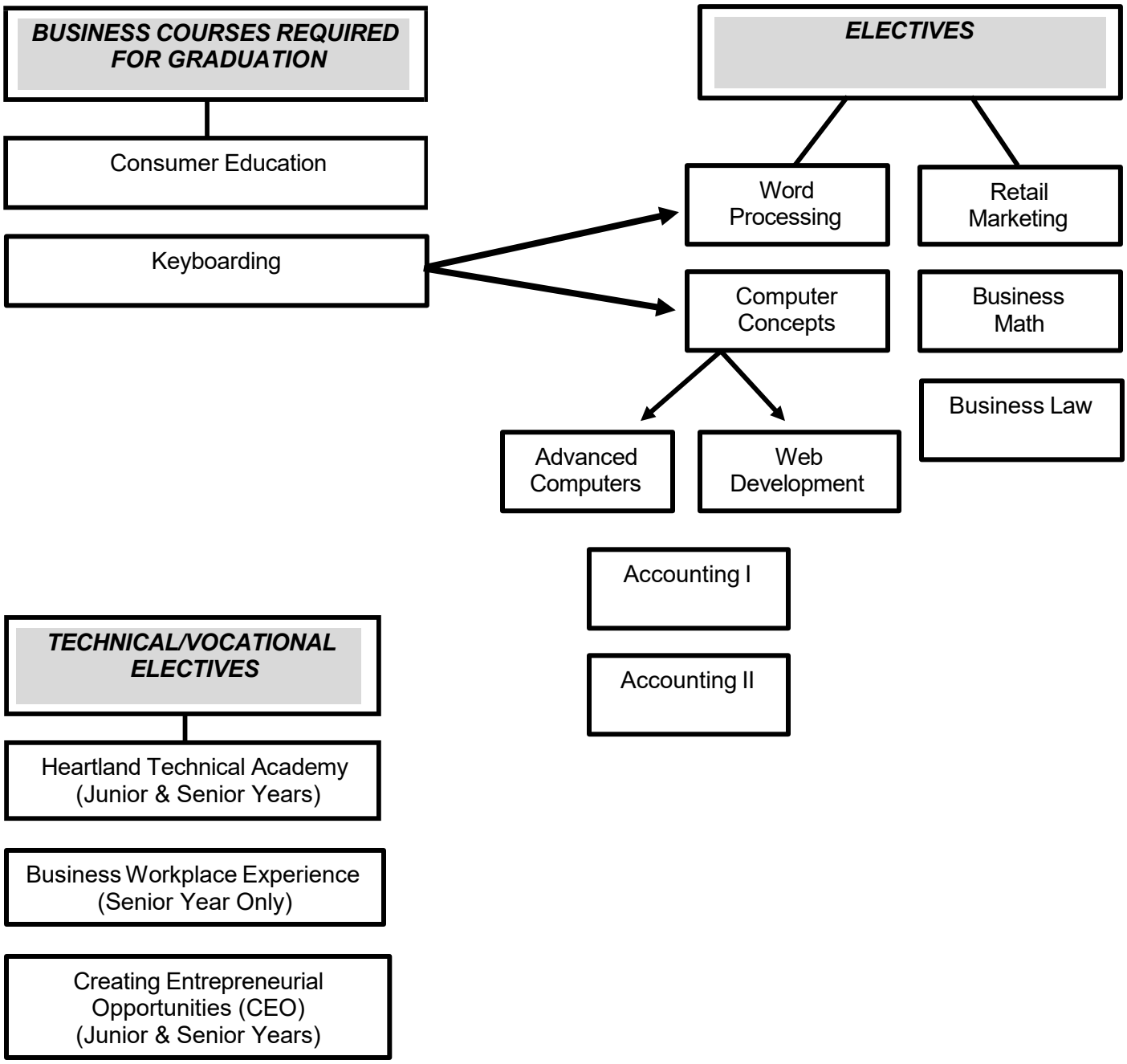BUSINESS & TECHNICAL COURSE FLOW CHART