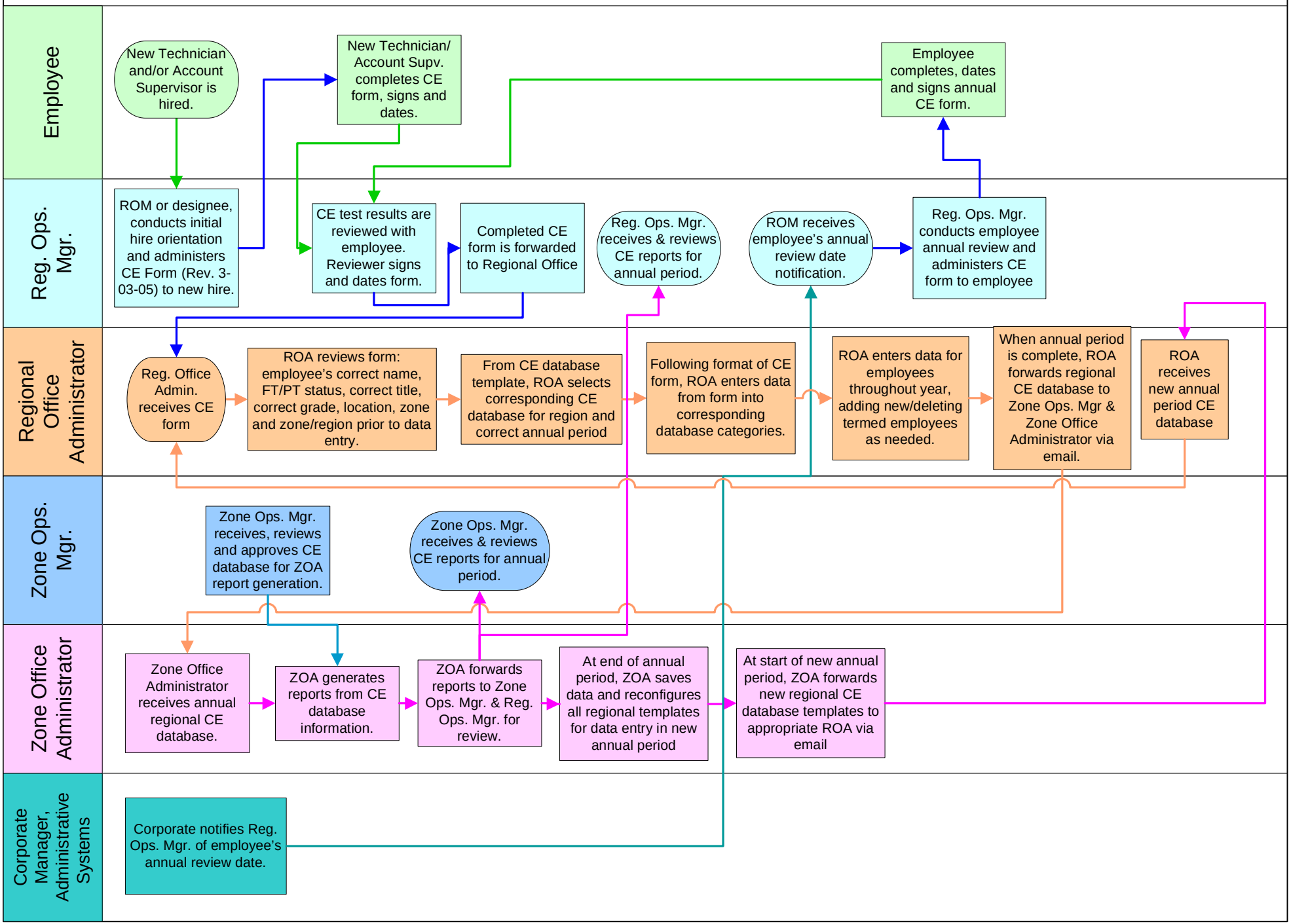Competency Evaluation Process