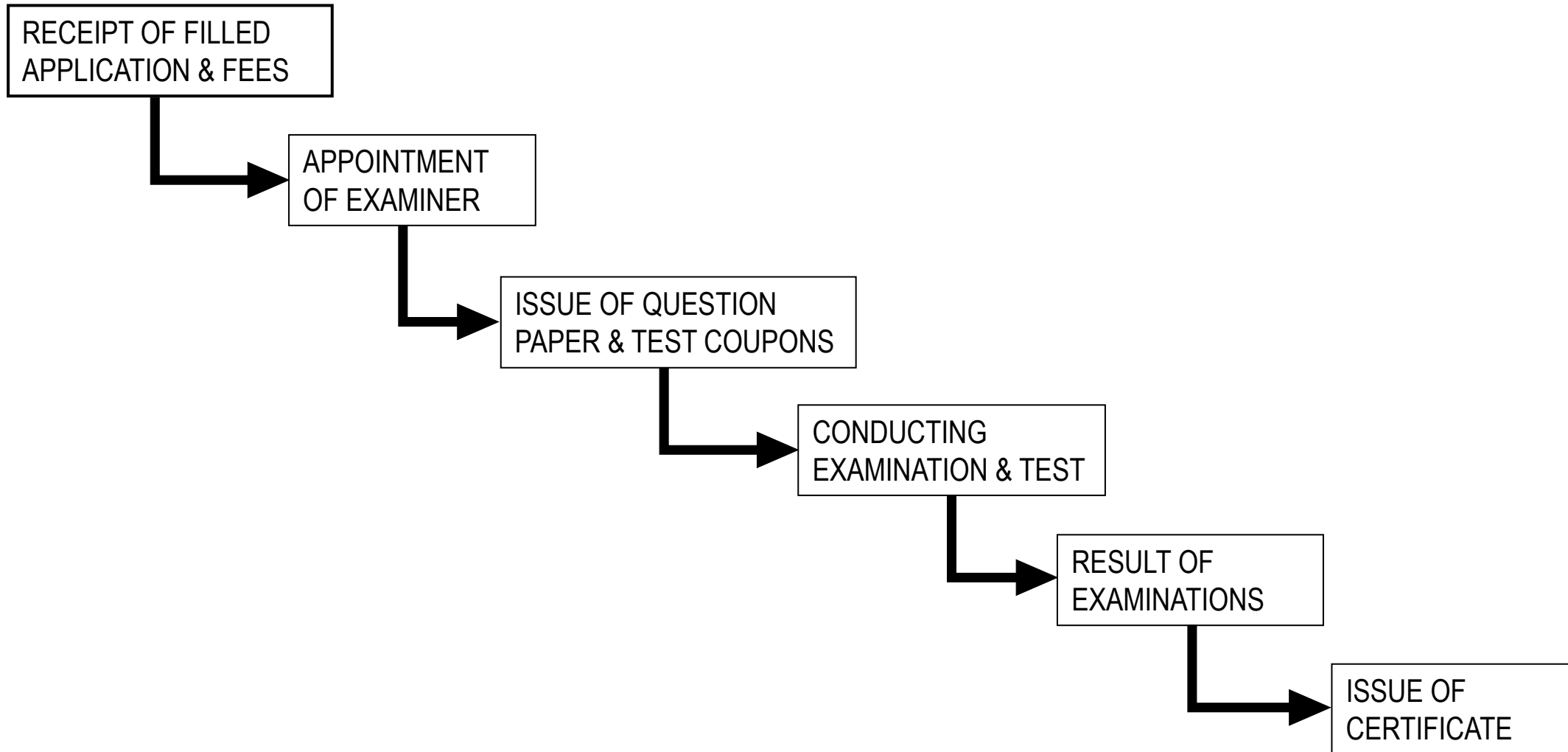


CERTIFICATION PROCESS FLOW

AT INSTITUTE FOR INDIVIDUAL CANDIDATE



CERTIFICATION PROCESS FLOW

AT CUSTOMER'S PREMISES

