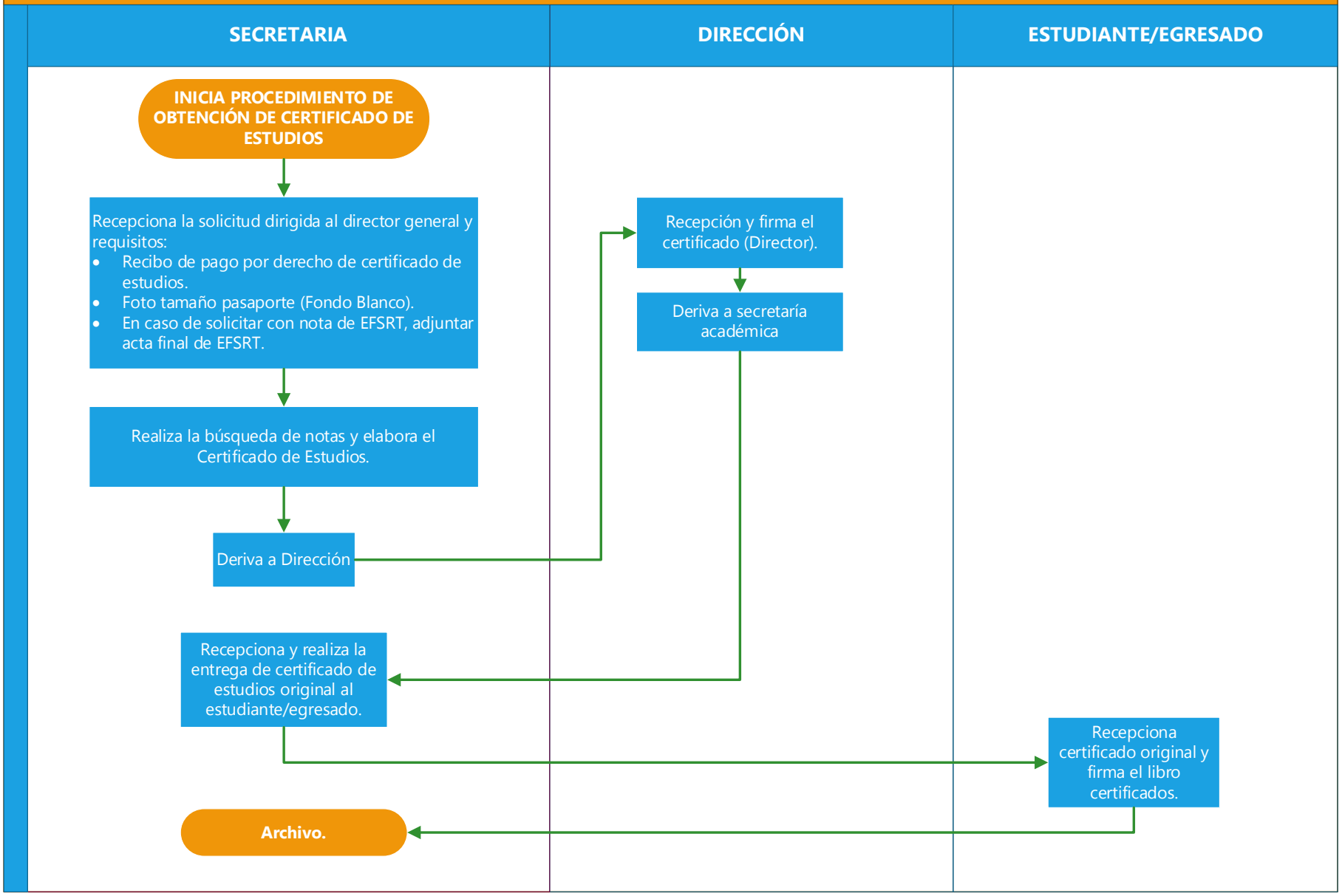PROCESO DE OBTENCIÓN DE CERTIFICADO DE ESTUDIOS