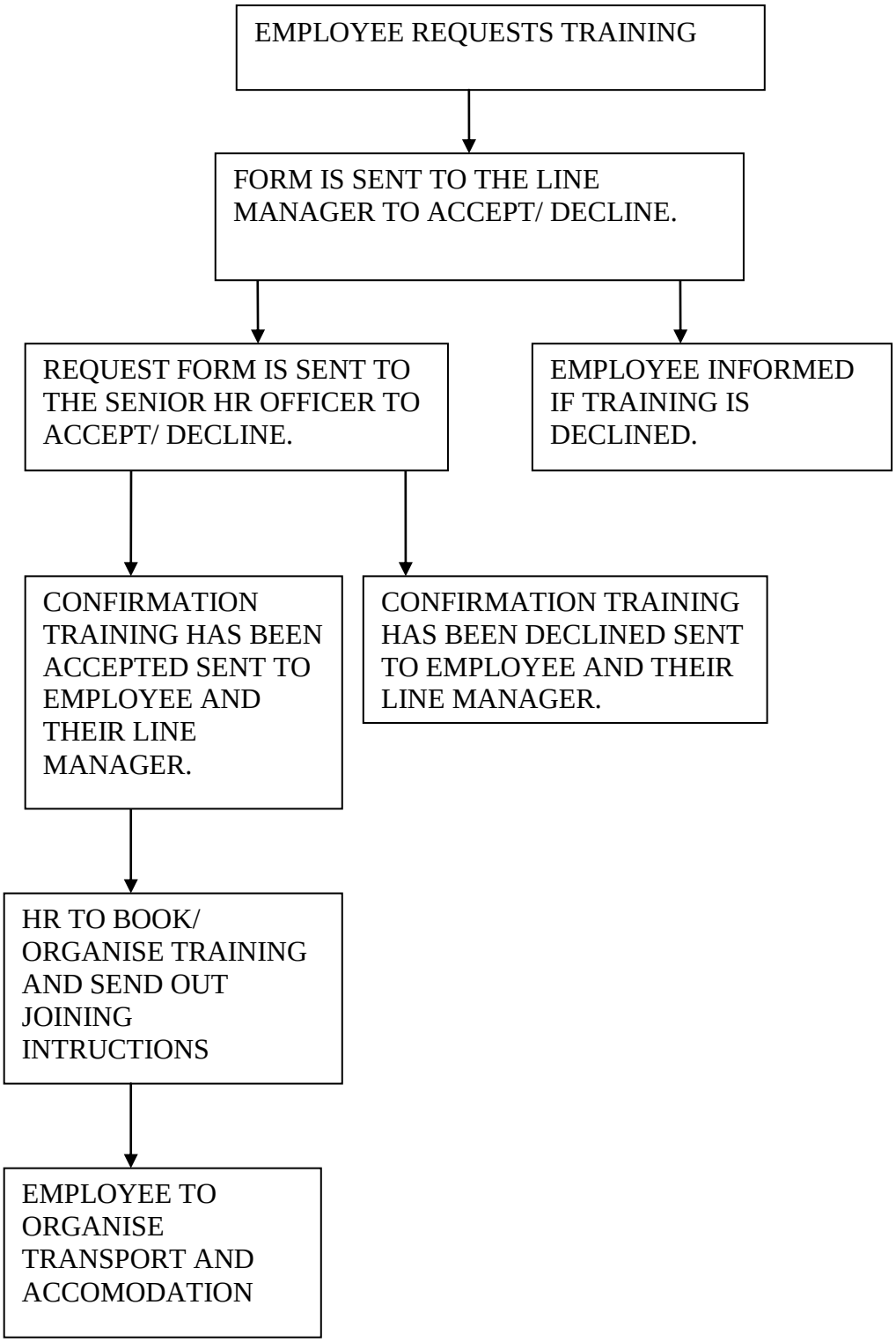TRAINING REQUEST FLOWCHART