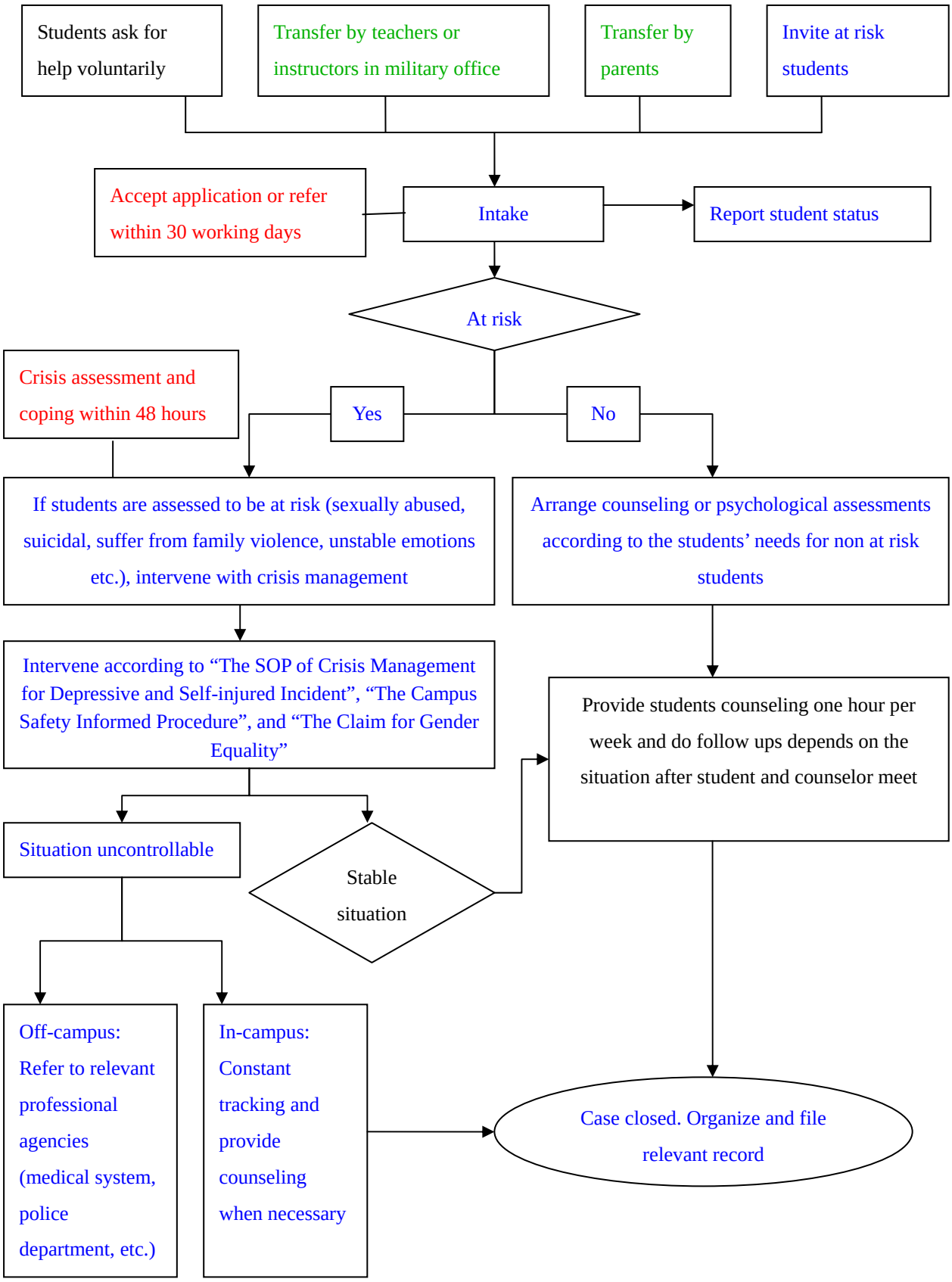The Standard Operating Process of Individual Counseling and Psychological Test