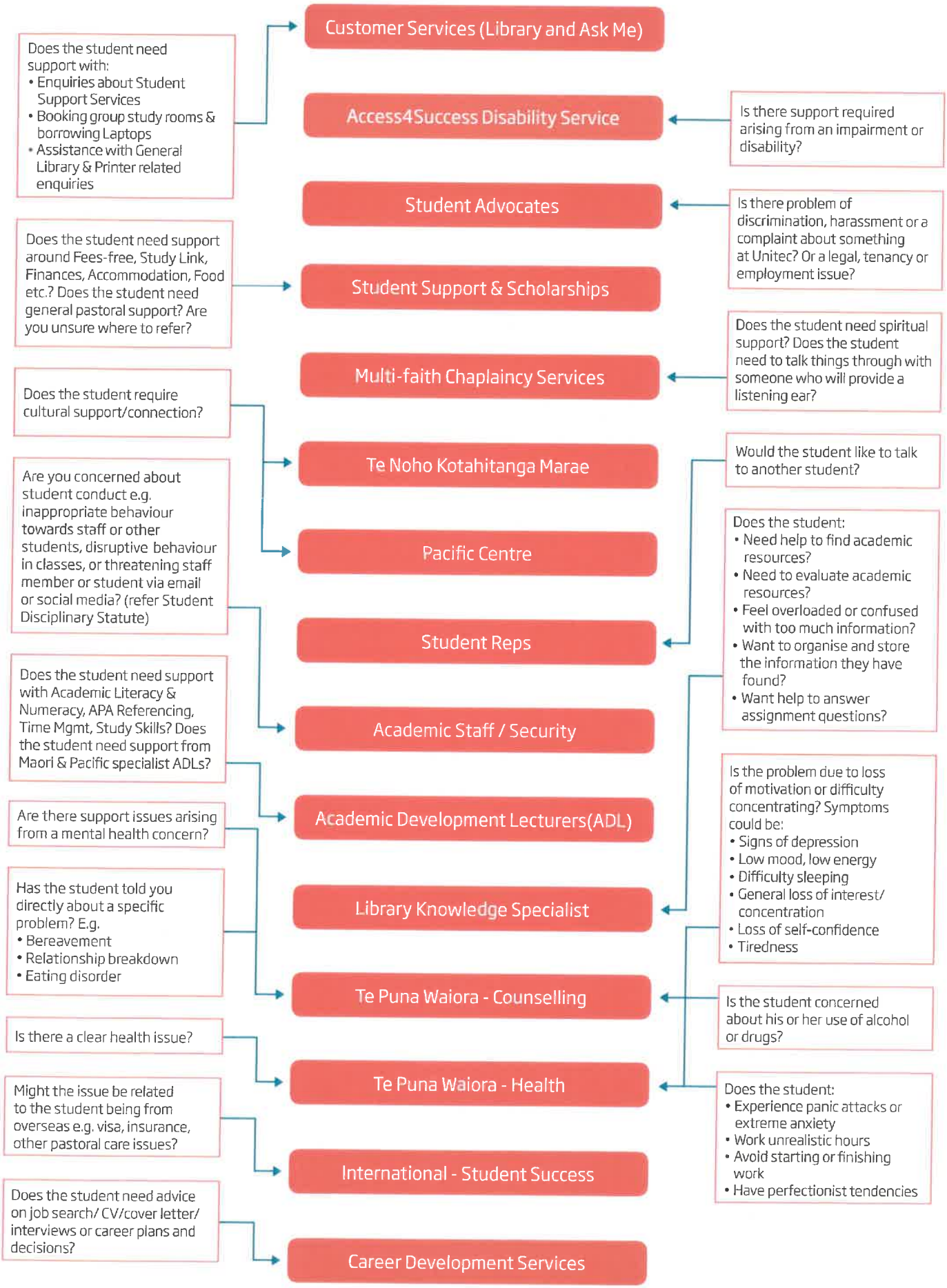What Sort of Support Does the Student Need & Where to Refer?