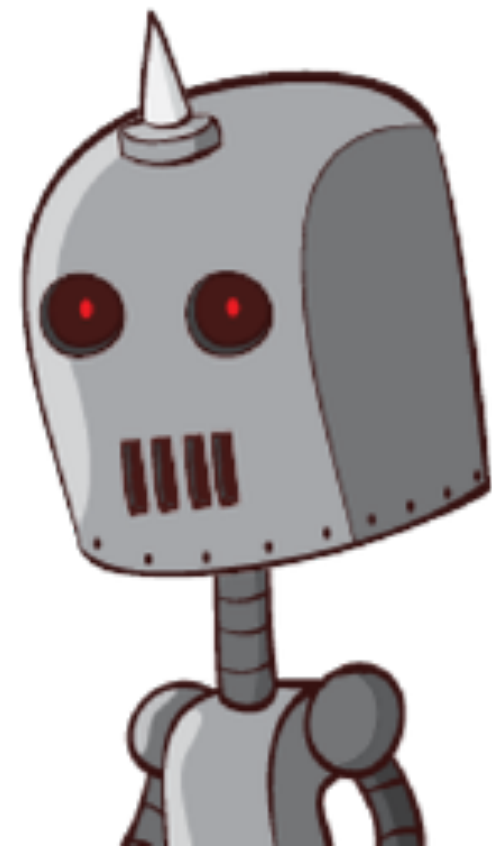


Novice



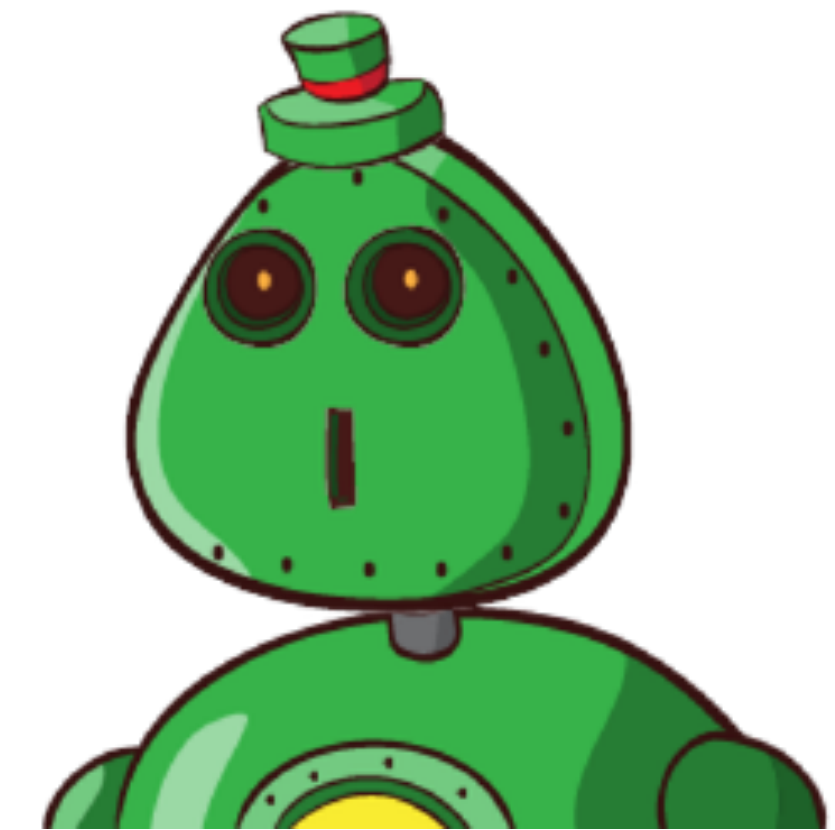
No  
mental model

Competent  
Practitioner



Useful  
mental model

Expert



Elaborate  
mental models

