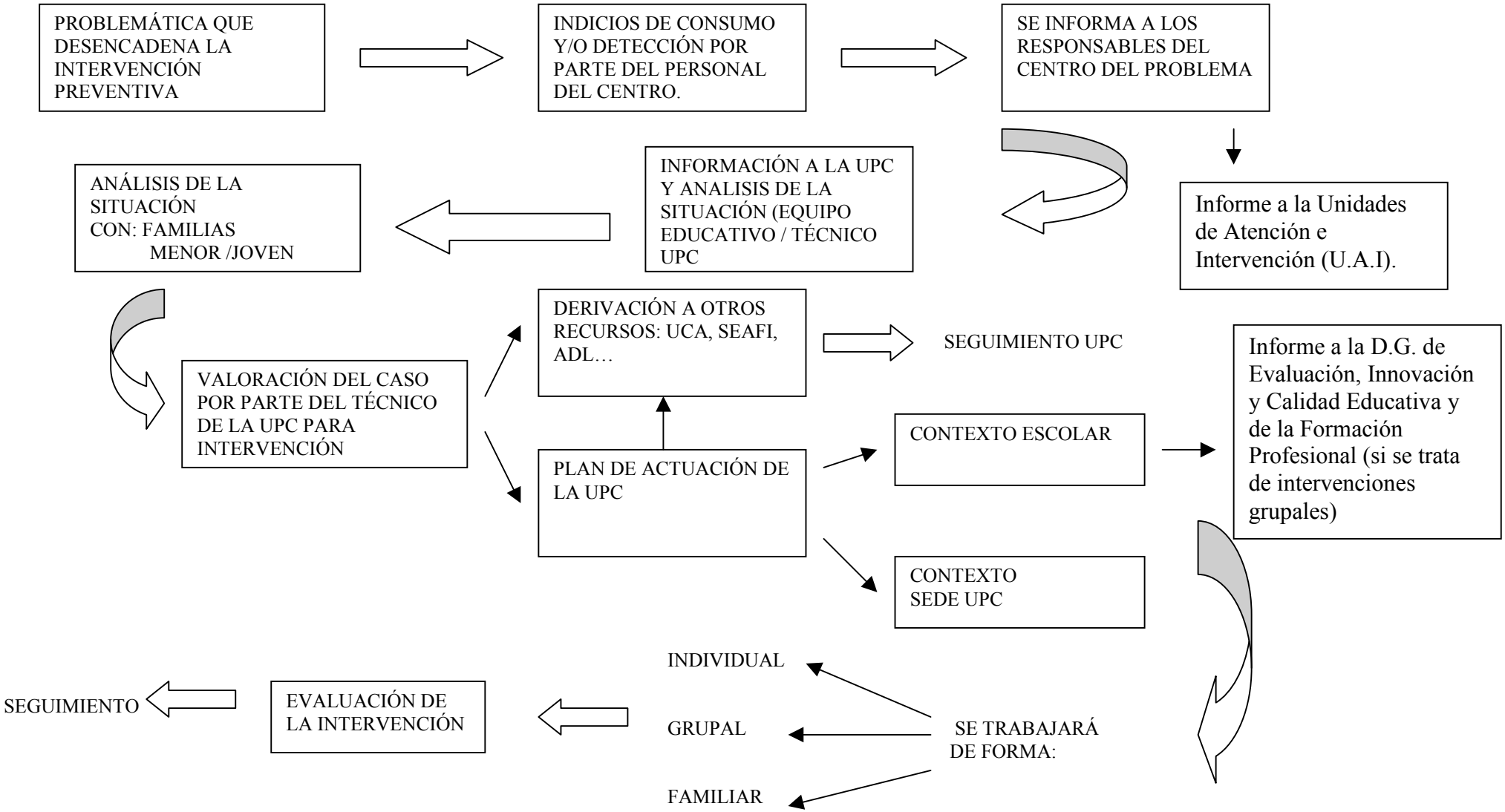PROTOCOLO EDUCACIÓN – UPC