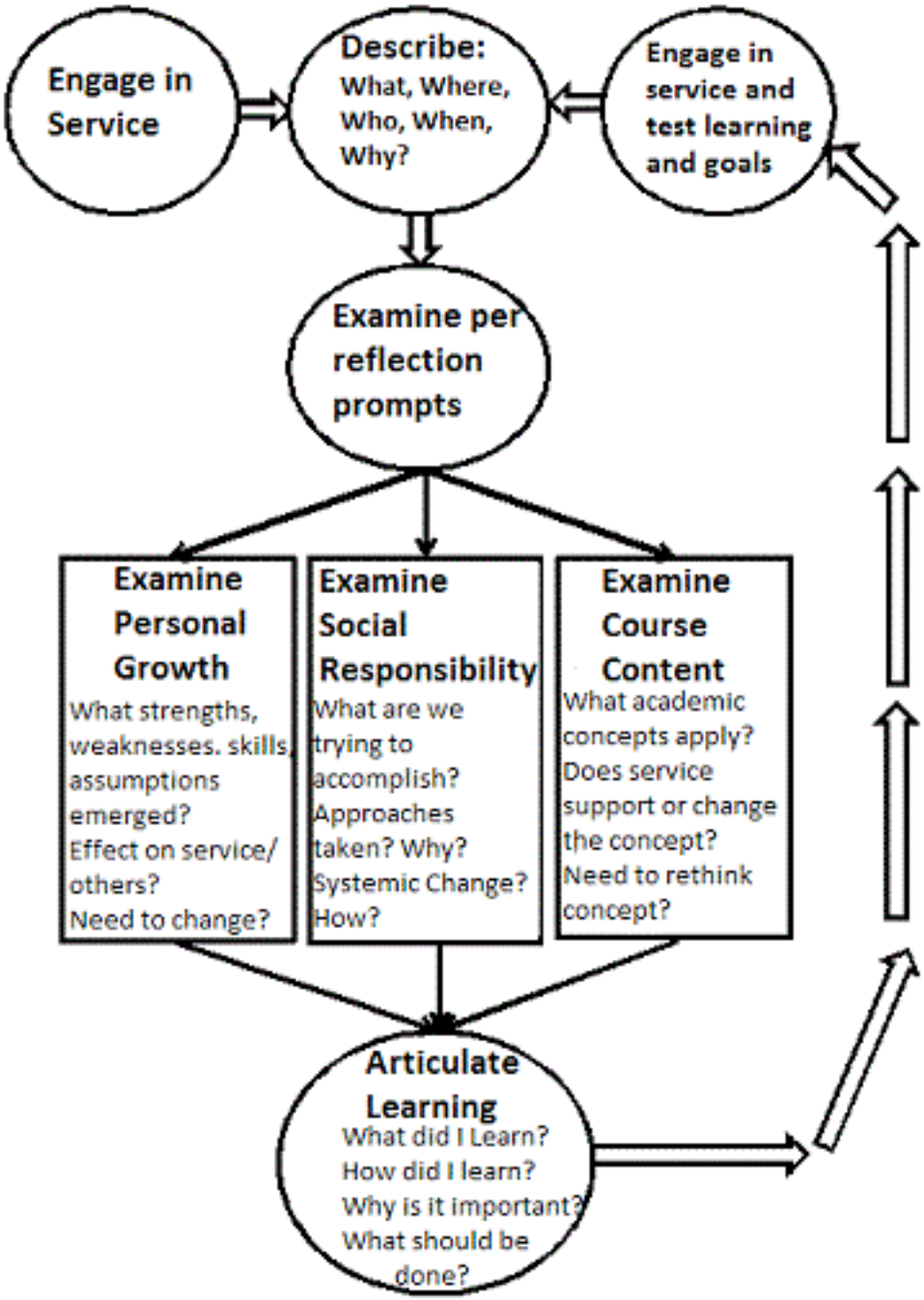The DEAL Model of Critical Reflection