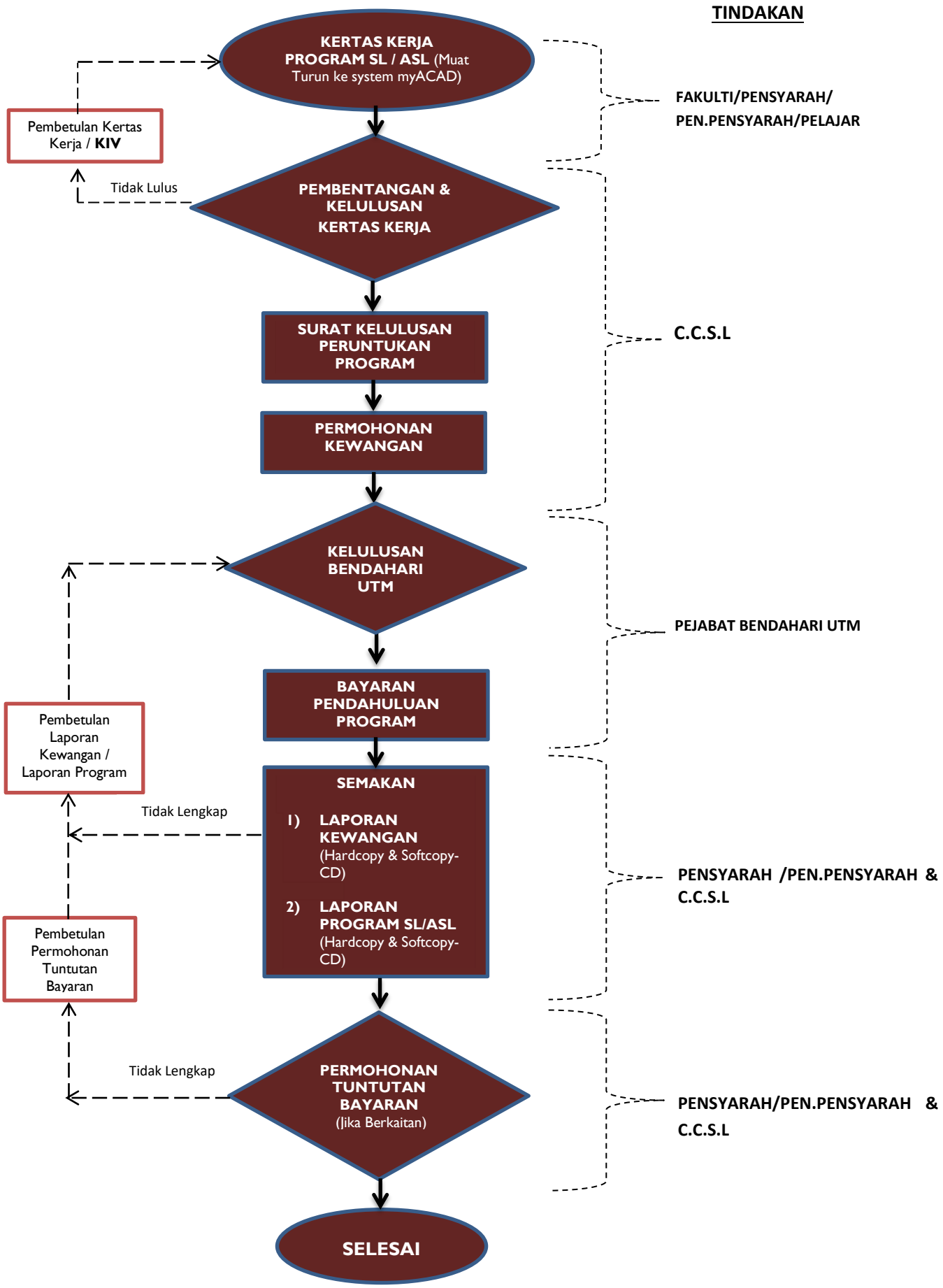CARTA ALIRAN KERJA PEMBELAJARAN SERVIS (SL) / AKADEMIK PEMBELAJARAN SERVIS (ASL)