PHILIPPINE STATE COLLEGE OF AERONAUTICS

Piccio Garden, Villamor, Pasay City

CITIZEN'S CHARTER

2025 (1st Edition)

I. MANDATE

The College shall provide professional and advance technical and technological instruction and training in the preparatory fields of aeronautics and the liberal arts course; to promote research and advanced studies and progressive leadership in its field of specialization. It shall offer post graduate courses in its field of specialization abovementioned, subject to existing laws and regulation of the Philippine Higher Education.

II. MISSION

PhilSCA continuously produces industry-ready and world-class graduates through quality instruction, research, extension, resource management and linkages.

III. VISION

PhilSCA is a leading professional aviation education institution with a balanced liberal arts and technology.

IV. SERVICE PLEDGE

We, the Officials and Employees of the Philippine State College of Aeronautics, hereby commit to:

➢ **P**roviding you with efficient service rendered by courteous personnel from 8:00am to 5:00pm without noon break and extend, whenever circumstances require until 8:00PM, of in-demand/or critical service areas for your benefit;

➢ **H**olding our staff responsible for all their actions by swiftly acting on your queries and complaints within a Day through our Officer of the Day at designated Help Desk, web mail services and Text Services and take corrective measures to improve our services;

➢ **I**mplementing quality management service on all areas of concern in order to shorten the processing period for all our services by adhering to the time schedules of our frontline services;

➢ **L**eading in providing non-discriminatory services to women, physically incapable, differently-abled, senior citizens and other disadvantage sectors of our society by attending to their special needs, comments, suggestions and other concerns;

➢ **S**triving for clean, honest, morally-efficient, God-fearing bureaucracy which will become a model among State Universities and Colleges;

➢ **C**ommitting to guarantee that our services will be graft –free and fixer- free so that our standard of delivering services will remain at all times open and transparent;

➢ **A**ccepting criticisms, comments, suggestions and recommendations from our clients as a means of improving our services, disciplining those staff who falls short of your expectations, or conversely rewarding those who have rendered exemplary services.

These we pledge because you deserve only the best service from **US!**

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Piccio Garden, Villamor, Pasay City

Accounting Office

Internal Service

1. Request for Certificate of No Pending Cash Advance

The following procedures define the actions and responsibilities of the Accounting Unit in validating and assessing quality of documents necessary for payment request preparation.

Office or Division:	Accounting Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Permanent Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Request for Certification of No Pending Cash Advance	Originating Office
2. Received copy of Liquidation Report and/or Official Receipt (if applicable)	Requestor

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request for issuance of Certificate of No Pending Cash Advance.	1.1. Check if the request was duly approved by authority 1.2. Check if it is for public purpose and with definite period 1.3. If no, return the Request (with notation) 1.4. If yes, receive the request 1.5. Log in to Record book with date and time of receipt 1.6. Inform the requestor of the date of release of Certification 1.7. Process the Certification	None	30 Minutes	Support Staff
2. Claim the Certification on date of release	2. Release the original copy of Certification to requestor or authorized representative (if any)	None	30 Minutes	Support Staff
	TOTAL	None	1 Hour	

Admission Office

External Services

1. Online Application for PhilSCA Admission Test (PhilSCAAT)

Providing the incoming freshmen and transferees in the proper procedure and requirements for Online Application for Admission

Office or Division:	Admission Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Incoming Freshmen and Transferees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Link to Online Application, https://philsca-b.pinnacle.com.ph/aims/applicants/index.php	Official FB page of PhilSCA
2. Senior High School Card (for Freshmen) – Scanned copy	Freshmen / Transferees Students
3. Transcript of Records (for Transferees)	
4. Certificate of Good Moral Character – Scanned copy	
5. 1x1 picture – Scanned copy	
6. Honorable Dismissal (for Transferees) – Scanned copy	
7. Ishihara Test Result (BSAT, Aero, AAMT AAET and BSAvComm) – Scanned copy	PhilSCA Medical Clinic/ Medical certificate from Ophthalmologist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open the link for the online application https://philsca-b.pinnacle.com.ph/aims/applicants/index.php, fill-out all the necessary information and upload scanned copy of all needed requirements then submit the application online	1.1. Evaluate and approve the uploaded scanned requirements as to completeness and validity 1.2. Assign the date of Entrance Exam 1.3. Process the application as completed documents 1.4. Email the admission test permit to the applicant	None	3 Days	Asst. Registrar for Admission / Admission Staff

2. Applicant will receive, download and print the exam permit to be presented during the date of admission test				
	TOTAL	**None**	**3 Days**	

2. Application for the Entrance Examination of Foreign Students

Providing Foreign students with the proper procedure and requirements for Entrance Examination.

Office or Division:	Admissions Office / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Foreign Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Scholastic Records / Transfer Credentials	Foreign Students (duly authenticated by the Phil. Foreign Service Post)
2. Student Personal History Statement (5 copies)	Provided and duly signed by the student
3. Notarized Affidavit of Support	Student
4. Alien Certificate of Registration (ACR)	
5. Passport	Student (duly authenticated by the Phil. Foreign Service Post)
6. Police Clearance	Student (duly authenticated by the Phil. Foreign Service Post)
7. Medical Health Certificate	Authorized Physician
8. Link to Online Application, https://philsca-b.pinnacle.com.ph/aims/applicants/index.php	Official FB page of PhilSCA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement for evaluation	1.1. Check and evaluate documents as to school requirements	None	10 Minutes	Asst. Registrar for Admission / Staff
	1.2. Advise applicant for Online Application			

2. Open the link for the online application https://philsca-b.pinnacle.com.ph/aims/applicants/index.php, fill-out all the necessary information and upload scanned copy of all needed requirements then submit the application online	**2.1.** Evaluate and approve uploaded scanned requirements as to completeness and validity; **2.2.** Email the applicant to pay for the entrance examination fee at PhilSCA collecting office	None	3 Days	
3. Proceed to Collecting Office for payment	**3.** Accept payment and issue Official Receipt	PHP 2,000.00	5 Minutes	Cashier / Collecting Office
4. Present the official receipt to the Admission Office	**4.** Issue test permit for PhilSCA Admission Test	None	3 Minutes	Asst. Registrar for Admission/ Admission Staff
5. Receive PhilSCA Admission Test Permit		None		
	TOTAL	**PHP 2,000.00**	**23 Minutes**	

3. Application for Career Placement Examination

Providing the incoming 3rd Year BSAMT and BSAET students the proper procedure and requirements for Career Placement Examination.

Office or Division:	Admission Office / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Incoming 3rd Year of BSAMT and BSAET

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. List of official candidates for graduation	PhilSCA Registrar's Office
2. Evaluation of Grades for Associate Program (Returnee Students)	
3. Application Form	Admission Office
4. 1x1 picture	Personal copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement for evaluation	**1.1.** Check and evaluate requirement **1.2.** Issue Application Form	None	3 Minutes	Asst. Registrar for Admission / Admission Staff
2. Fill out the Application Form legibly	**2.** Check the Application Form if it is legibly written and with complete data	None	3 Minutes	
3. Proceed to Collecting Office for payment	**3.** Accept payment and issue an Official Receipt	PHP 300.00	5 Minutes	Cashier/ Collecting Office
4. Present the Official Receipt to the Admission Office	**4.** Issue test permit for Career Placement Examination	None	3 Minutes	Asst. Registrar for Admission / Admission Staff
5. Receive the test permit for Career Placement Examination		None	1 Minute	Asst. Registrar for Admission / Admission Staff
	TOTAL	**PHP 300.00**	**15 Minutes**	

4. Application for the TES Scholarship

Providing the student in the procedure and requirements needed for TES Scholarship

Office or Division:	Admissions Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Registration – 1 photocopy	Registrar's Office
2. Certificate of Indigency	Barangay
3. TES Application Form	Admissions Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Make an announcement or a call for interested applicants for TES scholarship thru social media posting	None	10 Minutes	Scholarship Coordinator/ Staff
2. Submission of requirements for evaluation	**2.1.** Check and evaluate requirements; **2.2.** Encode TES applicant's information at the CHED Portal	None	10 Minutes	
	3. Submit encoded information to TES portal	None	5 Minutes	Scholarship Coordinator/ Staff
	TOTAL	**None**	**25 Minutes**	

5. Conduct of PhilSCA Admission Test (PhilSCAAT)

Administering Entrance Examinations to student applicants for Admission

Office or Division:	Admission Office / Guidance Services Unit
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Incoming Freshmen and Transferees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Examination Test Permit		Admission Office
2. Valid ID		Examinee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive at the Testing Center on the scheduled date	1.1. Verify test permit and ID	None	10 Minutes	Examination Proctor
	1.2. Orient examinees on the Exam and Admission process, and administer the exam	None	4 Hours	Examination Proctor
2. Student takes the admission test	2. Manual Scoring and encoding of exams	None	3 months*	Psychometrician
	3. Forward the final List of Results to the Admission Office and VPAA for appropriate action	None	1 Day	Personnel In-Charge, GSU / Asst. Registrar for Admissions
	TOTAL	None	3 Months, 1 Day, 4 Hours, and 10 Minutes	

Manual checking and manual encoding of Percentile Rating of all applicants across the campuses.

6. Application for the TDP – SUC Scholarship

Providing the student in the procedure and requirements needed for TDP - SUC Scholarship

Office or Division:	Admissions Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Registration – 1 photocopy	Registrar's Office
2. Certificate of Indigency	Barangay
3. TDP - SUC Application Form	Admissions Office
4. 2X2 Photo ID	Digital / Photo Studio

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Make an announcement or a call for interested applicants for TDP - SUC scholarship thru social media posting	None	10 Minutes	Scholarship Coordinator/Staff
2. Submission of requirements for evaluation	2. Check and evaluate requirements by Committee on Scholarship	None	3 Days	Committee on Scholarship
	3. Processed Payroll for Identified TDP – SUC Grantee	None	1 Day	Scholarship Coordinator/Staff
	4. Released of Financial Assistance to TDP – SUC Grantee	None	1 Day	Scholarship Coordinator/Staff
	TOTAL:	None	5 Days, and 10 minutes	

Auxiliary Services and Resource Generation Office

External Services

1. Application for Use of Facilities (Covered Court, Multi-Purpose Hall, etc.)

Short-term rental of the college's facilities, including the covered court and multipurpose hall, serves as an additional income-generating project managed by the Office of Auxiliary Services and Resource Generation.

Office or Division:	Auxiliary Services and Resource Generation / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government
Who may avail:	PhilSCA Students, Employees, and outside stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Client		
2. Request form for Use of PhilSCA Facility (PhilSCA AUX Form No. 4)		Auxiliary Services Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party applies and fill-up request form available at the Auxiliary Services and submit it to the Auxiliary Services Personnel	1.1. Evaluate the request and compute the cost of rental and submit for approval by the Director for Auxiliary	None	5 Minutes	Auxiliary Personnel; Director for Auxiliary
	1.2. Approval of the Director for Administrative Services for proper coordination of scheduling of facilities.	None	10 Minutes	Director for Administrative Services
2. The Client shall pay the obligation at the Collecting Office as stipulated in the Contract	2. Payment of the rental is paid at the Collecting Office.	Amount as reflected in the request form	5 Minutes	Collecting Office
	TOTAL	Amount as reflected in the request form	20 Minutes	

2. Application for Space Rental

The college offers short-term space rental opportunities for concessionaires at events, serving as an additional income-generating project managed by the Office of Auxiliary Services and Resource Generation.

Office or Division:	Auxiliary Services and Resource Generation / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government
Who may avail:	PhilSCA Students and Employees, and External Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proposal Letter / Letter of Intent		Client		
2. Space Rental Application Form		Auxiliary Services Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Public announcement of Director for Auxiliary Services for available space/stall for rent	None	1 Minute	Auxiliary Personnel; Director for Auxiliary
2. Submit proposal at the Office of Auxiliary for review and for consideration	**2.** The Auxiliary Office shall review the proposal.	None	3 Minutes	
3. Sign the agreement and submit the list of requirements.	**3.** Upon approval of the proposal, a form which will serve as an agreement is executed between the renters, the head of the Institution to affect the undertaking together with the requirements.	None	1 Minute	Director for Auxiliary/ Director for Administrative Services

4. Pay the obligation at the Collecting Office as stipulated in the Application Form	4. Collection of obligatory fees based on the stipulated amount in the application form.	As reflected in the duly approved Form	5 Minutes	Collecting Office
5. The Client is obligated to comply with the rules and regulations as stated in the Application Form	5. The Auxiliary Office will assign the designated area for the short-term concessionaire and shall remind the client about the agreement's scope and coverage as stipulated in the agreement.	None	3 Minutes	Director for Auxiliary
	TOTAL	**As reflected in the duly approved Form**	**11 Minutes**	

3. Issuance of Test Booklets

Issuance Process of Test Booklets for Preliminary, Midterm, and Final examinations as enrolled by the student.

Office or Division:	Auxiliary Services and Resource Generation/Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	PhilSCA Enrolled Students

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Registration Form;			Student's Personal Copy	
2. Official Receipt			Collecting Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student shall present certificate of registration	1. Verification and checking of subjects enrolled	PHP 7.00 per test booklet	2 Minutes	Collecting Office
2. Student receives the test booklet	2. Issuance of Test Booklets (Preliminary, Midterm, and Finals) as enrolled	None	2 Minutes	Auxiliary Personnel
	TOTAL	PHP 7.00 per test booklet	4 Minutes	

4. Application for Space / Rental (LONG-TERM)

The college provides long-term space rental opportunities for concessionaires at the school canteen or designated areas, serving as an additional income-generating project overseen by the Office of Auxiliary Services and Resource Generation.

Office or Division:	Auxiliary Services and Resource Generation / Collecting Office / Office of the President / Resource Generation Development Committee
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government
Who may avail:	PhilSCA Students, Employees, and Outsiders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proposal Letter / Letter of Intent	Client
2. Application Form	Auxiliary Services and Resource Generation Office
3. Contract / Agreement	Auxiliary Services and Resource Generation Office upon settlement of all the terms and conditions

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Public announcement of Director for Auxiliary Services for available space/stall for rent	None	1 Minute	Auxiliary Personnel; Director for Auxiliary
2. Submit proposal at the Office of Auxiliary	2. Review and endorse the proposal to RGDC	None	1 Day	Resource Generation Development Committee
3. Sign the contract/ agreement	3. Upon approval of the proposal, a contract must be signed for both parties as well as the witness.	As reflected in the duly approved form	3 Days	College President / Director for Auxiliary/ Lessee/ Concessionaires

4. Pay the obligation at the Collecting Office as stipulated in the Contract	**4.** Collection of obligatory fees based on the stipulated amount in the contact.	As reflected in the duly approved Form	5 Minutes	Collecting Office
	TOTAL	**As reflected in the duly approved Form**	**4 Days, and 9 Minutes**	

5. Application for Space / Rental (Accommodation)

The college provides long-term space rental opportunities for employees and students to rent a room at either College Guestel and Students Dormitory serving as an additional income-generating project overseen by the Office of Auxiliary Services and Resource Generation.

Office or Division:	Auxiliary Services and Resource Generation/Collecting Office/Office of the President/Resource Generation Development Committee
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government
Who may avail:	PhilSCA Students and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	Client
2. Application Form	Auxiliary Services and Resource Generation Office
3. Contract/Agreement	Auxiliary Services and Resource Generation Office upon settlement of all the terms and conditions

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Public announcement of Director for Auxiliary Services for available room rental/lease.	None	1 Minute	Auxiliary Personnel; Director for Auxiliary
2. Submit Application form and letter of intent at the Office of Auxiliary	**2.** Review the documents and the application form	None	1 Day	
3. Sign the contract/agreement	**3.** Upon approval of the application form, a contract must be signed for both parties as well as the witness.	None	3 Days	College President / Director for Auxiliary/ Lessee

4. Client shall pay the obligation at the Collecting Office as stipulated in the Contract	4. Collection of obligatory fees based on the stipulated amount in the contact.	As reflected in the duly approved Form	5 Minutes	Collecting Office
	TOTAL	**As reflected in the duly approved Form**	**4 Days, and 9 Minutes**	

6. Application For Decal Sticker (Students)

The **Auxiliary Services and Resources Generation Office (ASRG)** facilitates the issuance of **PASSCARD and Decal Stickers** for vehicle access within the campus. This service is available to **students and other authorized individuals** who wish to register their vehicles for on-campus use.

Office or Division:	Auxiliary Services and Resources Generation Office (ASRG)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt (OR) and Certificate of Registration (CR) of each vehicle – 1 photocopy	Auxiliary Services and Resources Generation Office
2. If the registered owner as reflected in the OR/CR is not the requesting party, a notarized deed of sale should be attached	
3. Authorization letter of the registered owner	
4. 2x2 ID picture of the registered owner or the authorized driver – 1 copy	
5. Student ID and Driver's License (back-to-back) – 1 photocopy	
6. Marriage contract, in case the vehicle is registered in the name of spouse – 1 photocopy	
7. Current year Certificate of Registration (COR) of the student – 1 photocopy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain the Application Form	1. The client gets the application form from the ASRG Office	None	5 minutes	ASRG Staff / ASRG Director
2. Complete the Application Form	2. The client fills out the application form	None	10 minutes	Client

3. Submit the Application Form	**3.1.** The ASRG Office receives the application form and reviews the submitted requirements	None	1 day	ASRG Staff / ASRG Director
	3.2. The ASRG Office checks for available slots for accommodation	None	5 minutes	CSSO Security Officer / ASRG Staff / ASRG Director
	3.3. If a slot is available for either a two-wheeled or four-wheeled vehicle, the application is endorsed by the Officer-in-Charge of ASRG and forwarded to the Chair of RGDC for approval			
4. Pay for the PASSCARD/Decal Sticker	**4.** Once approved, the client proceeds to the Cashier's Office to pay for the PASSCARD sticker (for four-wheeled vehicles) or the Decal sticker (for two-wheeled motorcycles)	4-wheeled Type B: Php 150.00 (Students) 2-wheeled: Php 100.00	5 minutes	Cashier's Office Staff
5. Submit Payment Receipt for Validation	**5.1.** The ASRG Office validates the payment receipt. If the payment corresponds to a four-wheeled vehicle, the PASSCARD sticker is released	None	10 minutes	CSSO Security Officer / ASRG Staff / ASRG Director

	5.2. If the payment is for a two-wheeled motorcycle, the ASRG Office endorses the client to the Campus Safety and Security Office (CSSO)			
6. Proceed to the Campus Safety and Security Office	6. The CSSO is responsible for placing the Decal sticker on the client's motorcycle	None		CSSO Security Officer
	TOTAL	**4-wheeled Type B – PHP 150.00 (Students)** **2-wheeled – PHP 100.00**	**1 Day, and 35 minutes**	

Auxiliary Services and Resource Generation Office

Internal Services

7. Application For Decal Sticker (Faculty and Admin Personnel)

The **Auxiliary Services and Resources Generation Office (ASRG)** facilitates the issuance of **PASSCARD and Decal Stickers** for vehicle access within the campus. This service is available to **Faculty and Admin Personnel** who wish to register their vehicles for on-campus use.

Office or Division:	Auxiliary Services and Resources Generation Office (ASRG)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Faculty and Admin Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt (OR) and Certificate of Registration (CR) of each vehicle – 1 photocopy	Auxiliary Services and Resources Generation Office
2. If the registered owner as reflected in the OR/CR is not the requesting party, a notarized deed of sale should be attached	
3. Authorization letter of the registered owner	
4. 2x2 ID picture of the registered owner or the authorized driver – 1 copy	
5. Student ID and Driver's License (back-to-back) – 1 photocopy	
6. Marriage contract, in case the vehicle is registered in the name of spouse – 1 photocopy	
7. Current year Certificate of Registration (COR) of the student – 1 photocopy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain the Application Form	1. The client gets the application form from the ASRG Office	None	5 minutes	ASRG Staff / ASRG Director
2. Complete the Application Form	2. The client fills out the application form	None	10 minutes	Client

3. Submit the Application Form	**3.1.** The ASRG Office receives the application form and reviews the submitted requirements	None	1 day	ASRG Staff / ASRG Director
	3.2. The ASRG Office checks for available slots for accommodation	None	5 minutes	CSSO Security Officer / ASRG Staff / ASRG Director
	3.3. If a slot is available for either a two-wheeled or four-wheeled vehicle, the application is endorsed by the Officer-in-Charge of ASRG and forwarded to the Chair of RGDC for approval			
4. Pay for the PASSCARD/Decal Sticker	**4.** Once approved, the client proceeds to the Cashier's Office to pay for the PASSCARD sticker (for four-wheeled vehicles) or the Decal sticker (for two-wheeled motorcycles)	4-wheeled Type B: Php 150.00 (College Officials, Employees, Legal Consultants, COA) 2-wheeled: Php 100.00	5 minutes	Cashier's Office Staff
5. Submit Payment Receipt for Validation	**5.1.** The ASRG Office validates the payment receipt. If the payment corresponds to a four-wheeled vehicle, the PASSCARD sticker is released	None	10 minutes	CSSO Security Officer / ASRG Staff / ASRG Director

	5.2. If the payment is for a two-wheeled motorcycle, the ASRG Office endorses the client to the Campus Safety and Security Office (CSSO)				
6. Proceed to the Campus Safety and Security Office	**6.** The CSSO is responsible for placing the Decal sticker on the client's motorcycle	None			CSSO Security Officer
	TOTAL	**4-wheeled Type B – PHP 150.00 (College Officials, Employees, Legal Consultants , COA)** **2-wheeled – PHP 100.00**	**1 Day, and 35 minutes**		

Budget Office

Internal Services

1. Issuance of Certificate of Budget Availability

This procedure defines the actions and responsibilities to be taken by the Budget Office in the Issuance of the Certificate of Budget Availability to different transactions before approval of the College President

Office or Division:	Budget Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All PhilSCA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Activities:	
1. Request Letter – 1 copy	Provided by the Department and to be filled by the client
2. Operational Plan	Client
For Procurement:	
1. Requisition and Issue Slip	Supply Office
2. Purchase Request	Client
For Salaries and Wages:	
1. Request Letter – 1 copy	HRMSD Office

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Request Form for the Issuance of Certificate of Budget Availability and submit the copy of letter/operational plan/ RIS/ PR	1. Receive the Request Form together with copy of letter, operational plan, RIS/ PR. If not in order, return to the requesting party	None	5 Minutes	Budget Office Personnel

	2. Verifies the availability of allotment / budget based on the approved appropriations and Program of Receipts and Expenditures. If allotment / budget is available, prepare and sign the Certificate of Budget Availability, otherwise return the documents to the office / personnel concerned	None	12 Minutes	Head, Budget Office
3. Receive the Certificate of Budget Availability, Request Form, Copy of Letter / Operational Plan / RIS / PR	3. Release the Certificate of Budget Availability	None	7 Minutes	Budget Office Personnel
	TOTAL	**None**	**24 Minutes**	

Cultural Affairs Unit

External Services

1. Process of Cultural Affairs Unit Performing Groups Internal Performance Requests

Providing the performance for every College Activities and Events

Office or Division:	Cultural Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government			
Who may avail:	Employees and Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. CAU Form 1 Request Performance		CAU Office		
2. CAU Form 7 Evaluation Form		CAU Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up request form and project plan	**1.1.** Accept and verify availability of performing group requested	None	15 Minutes	CAU Head / Trainers Group Representative
	1.2. Coordinate and set up a production meeting with the group representative/trainer	None	2 Working Days	
2. Received confirmation	**2.** Follow up request thru phone or in-person	None	1 Day	
3. Accomplish evaluation form	**3.** Distribute evaluation form if the request is granted after the performance	None	15 Minutes	
	TOTAL	**None**	**3 Days, and 30 Minutes**	

2. Process of Cultural Affairs Unit Performing Groups Outside Performance Requests

Providing the performance for every outside events.

Office or Division:	Cultural Affairs Unit
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Inviting Party (Outside PhilSCA)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Invitation Letter and Request Form		Cultural Office
2. Travel Mission Order		Office of the President
3. Evaluation Form		Cultural Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Invitation letter addressed to the College President thru CAU Coordinator	1.1 Accept and submit invitation letter for endorsement to the Office of the College President (if disapproved, end of transaction)	None	1 Day	Dean of OSA/CAU Head / Trainers Group Representative
	1.2. If approved, submit to OSA complete copy requirements as per CMO No. 63 s. 2017 1.3. Submission of request to Office of College President duly recommended by the OSA and VPAA 1.4. Issuance of Travel / Mission Order	None	3 Days	
2. Received confirmation	2. Follow up request thru phone or in-person	None	1 Day	
3. Accomplish evaluation form	3. Distribute evaluation form if the request is granted after the performance	None	10mins	
	TOTAL	None	5 Days, and 10 Minutes	

3. Process of Cultural Affairs Unit for Audition

Application and Audition for New Members

Office or Division:	Cultural Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CAU Form 2 Audition Form		Cultural Office		
2. CAU Form 3 Audition Procedure Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form	1. Accept Application Form and Issuance of Audition Schedule	None	1 Minute	CAU Head / Trainers Group Representative
2. Attend Scheduled Audition Day	2. Conduct Audition Fill-up Audition Procedure and Announce List of Passer	None	1 Hour	
	TOTAL	None	1 Hour, and 1 Minute	

College and Board Secretary's Office

Internal Services

1. Issuance of The Secretary's Certification

The Office of the College and Board Secretary Processes Certification of Resolution which has been acted upon by the College's Administrative, Academic, Executive Council and the Board of Trustees.

Office or Division:	College and Board Secretary's Office
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	PhilSCA Official / Employee / Proponent of the proposal / Other Government Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OCBS Request Form		Office of the College and Board Secretary		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the OCBS to get a printed copy of the OCBS Request Form	1. Provide a printed copy to the client	None	1 Minute	OCBS Staff
2. Submit the form with the complete details	2.1. Receive and check 2.2. the details of the OCBS Request Form	None	5 Minutes	OCBS Staff
	2.3. Retrieval of data/file	None	3 Days	OCBS Staff
	2.4. Signing of the College and Board Secretary, and ATTESTATION by the College President as Vice Chairperson of the BOT	None	3 Days	OCBS College President
3. Receive the certification	3.1. Issue the Certification 3.2. File the receiving copy and update database	None	5 Minutes	OCBS Staff
TOTAL		None	6 Days, and 10 Minutes	

2. Inclusion of The Proposal in The Agenda of Council or BOT Meeting

The Office of the College and Board Secretary is responsible for reviewing the Completed Staff Work (CSW) of the proposals endorsed by the Vice Presidents and presenting them to the College President for approval. Once approved, the proposals are consolidated by the OCBS to create an agenda for the Council or Board meetings.

Office or Division:	College and Board Secretary's Office
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	College Official / Government Employee / Proponent of the proposal / Other Government Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
2. List of Completed Staff Work (CSW)		Refer to PhilSCA Memorandum Circular No. 02, Series 2020 or avail at the Office of the College and Board Secretary
2. Prepared Executive Brief and CSW depending on the proposal, and PowerPoint presentation		Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the proposal with CSW and submits to the Vice Presidents for review and endorsement to the College President (if in order). If the proponent is the Vice President, the other Vice President/s reviews and endorses the proposal to the College President (if in order). *Label the requirements based on the list of CSW and place it in a folder*	1. Vice President receives and reviews the proposal	None	5 Days	Immediate Supervisor Vice Presidents

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2. Proceed to OCBS for final CSW assessment	2.1. Receive and check the completeness of the CSW 2.2. Provide a certification on the completeness of CSW form signed by the College and Board Secretary (OCBS) addressed to the College President	None	1 Day	College and Board Secretary
3. Proceed to the Office of the College President (OPres) and secure approval for inclusion in the Council or BOT agenda folder.	3.1. Return the proposal folder to the OCBS (if approved) for inclusion in the agenda 3.2. Return the proposal folder to the proponent (if for further review or disapproved for inclusion in the agenda)	None	1 Day	OPres Staff
4. Receive an update from the OCBS on Council or BOT action and implements the approved proposal or acts on the directives of the Board or Council (if deferred/disapproved).	4.1. Release implementing order signed by the College President (for approved proposal) 4.2. Release notice signed by the College President on Council or BOT directives (for deferred or disapproved proposal)	None	Quarterly (Regular Meeting) Special Meeting (As scheduled) Council Meeting (As scheduled)	College and Board Secretary
	TOTAL	None	**Approval of the request for inclusion in the agenda - 7 Days** **Action of the Council or BOT on the proposal - Depends on the schedule of the meeting**	

3. Request for Use of Facilities (Audio-Visual Room - AVR and Board Room)

The Office of the College and Board Secretary provides assistance to other units of the College who wish to use the Audio-Visual Room (AVR) and Board Room as a venue for official gatherings such as meetings and seminars. These venues are free of charge as long as they are available on the requested schedule or date.

Office or Division:	College and Board Secretary's Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	College Official / Employee / Accredited Student Organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved operational plan / proposal / request letter	Requesting party
2. Request Form	OCBS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form indicating the date(s) and time of intended use of facility	1.1. Receives the request form and reviews requirement/s and checks availability of requested venue 1.2. Informs the requesting party of the availability	None	25 Minutes	OCBS and Staff
2. Receives the Request Form	2.1. Approves or disapproves the request depending on availability 2.2. Releases the Request Form with appropriate action indicated	None	5 Minutes	OCBS and Staff
	TOTAL	None	30 Minutes	

Collecting Office

Internal Services

1. Process of Students / Other Clients Claim for Refund

Provides the students and other clients of the basic documents through online banking.

Office or Division:	Collecting Office / Registrar's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Registration		Registrar's Office
2. Official Receipt and Application for Refund		Collecting Office
3. Certifications (other)		Clients

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application for refund with slip documents	1. Accept the Application and verify the amount to be refunded by the applicant/client and the correctness/completeness of the attached supporting documents	None	5 Minutes	Collecting Officer / Collecting Administrative Staffs
	2. Check the Official receipts, registration form and other supporting documents for computation of total amount to be refunded	None	2 Minutes	
	3. Forwarded the application for refund to the Accounting Office for Certification and Noted by the Director for Finance	None	2 Minutes	
	TOTAL	None	9 Minutes	

2. Payment of Tuition Fees, Miscellaneous and other Fees

Provides the students and other clients of the basic document in connection with the payment of Tuition Fees / Miscellaneous Fees and other Fees.

Note: Tuition Fees are for those students who are not qualified for Free Higher Education (under RA 109310)

Office or Division:	Collecting Office / Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Parents / Guardians of Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School ID (students), Clients ID (outsiders)		Students / Clients		
2. Certificate of Registration		Registrar's Office – Personal Copy of Students		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Pre-Assessment Form	**1.** Verify the amount to be paid by the student thru the Assessment / Student Ledger in the System	None	5 Minutes	Collecting Officer / Collecting Administrative Staffs
	2. Issue Official Receipt of Payment for Tuition Fees and other payees	As per Assessment	2 Minutes	
	TOTAL	**As per Assessment**	**7 Minutes**	

3. Validation for the Higher Free Education (Under RA 109310)

To provide the students/parent guardian of the documents in availing Free Education Under RA 109310

Office or Division:	Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-Assessment Form;		Clients		
2. Registration Form		Clients		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Pre-Assessment Form	1. Validate and update Ledger in the System Billing of Students	None	2 Minutes	Collecting Officer / Collecting Administrative Staffs
	2. Issue the Official Receipt of Payment for Tuition Fees, Miscellaneous, and Laboratories	As per Assessment	1 Minute	
	TOTAL	As per Assessment	5 Minutes	

4. Payment thru Online Landbank

To provide the students and other client of the basic documents thru online payment.

Office or Division:	Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students, Parents/Guardians of Students, other clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Pre-Assessment Form	Clients
2. Deposit Slip for Issuance of Official Receipt	Clients

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Pre-Assessment Form and validated Deposit Slip issued by the Landbank of the Philippines and COR	1. To validate and update student ledger in the System	As per Assessment	2 Minutes	Collecting Officer / Collecting Administrative Staffs
	2. Issue Official Receipt on the deposited amount by the clients			
	TOTAL	As per Assessment	2 Minutes	

College Library

External Services

1. Application and Issuance of Library ID Card (for new students)

Providing all the information in applying for the Library ID Card.

Office or Division:	College Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	New PhilSCA Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Registration – 1 copy	Registrar's Office – Personal Copy of Students
2. 1x1 colored picture – 1 copy	Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the Google Form for the application of Library ID Registration	1.1. Check and verify the client's information 1.2. Acknowledge receipt of the application and schedule of claim through email	None	2 Minutes	Library Personnel
2. Receive the notice for Library ID	2. Process Library ID Card	None	2 Days	Library Personnel
3. Claim and verify Library ID Card	3. Record and release of Library ID Card	None	5 Minutes	Library Personnel
	TOTAL	None	2 Days, and 7 Minutes	

2. Process of Replacement of Lost Library ID Card

Providing all the information in applying for the replacement of the lost Library ID Card.

Office or Division:	College Library / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	PhilSCA Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Registration – 1 copy	Registrar's Office – Personal Copy of Students
2. Affidavit of Loss – 1 copy	Notary Public
3. Order of payment	Library Office
4. Official Receipt	Collecting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Affidavit of Loss and Certificate of Registration	1.1. Receive and verify Affidavit of Loss and Certificate of Registration; 1.2. Issue Order of Payment Slip	None	2 Minutes	Library Personnel
2. Payment of Library ID Card Replacement	2. Issues Official Receipt	PHP 50.00	5 Minutes	Collecting Office
3. Present Official Receipt	3.1. Verify Official Receipt	None	1 Minute	Library Personnel
	3.2. Process Library ID Card replacement	None	1 Day	
4. Check and verify the Library ID Card	4. Record and release of Library ID Card	None	5 Minutes	Library Personnel
TOTAL		PHP 50.00	1 Day, and 13 Minutes	

3. Process of Renewal of Library ID Card (for old students)

Providing all the information on the renewal of Library ID Card.

Office or Division:	College Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	PhilSCA Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Registration	Registrar's Office – Personal Copy of Students
2. Library ID Card	Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Certificate of Registration and Library ID Card	**1.1.** Receive and Verify the Certificate of Registration and Library ID Card	None	1 Minute	Library Personnel
	1.2. Validate Library ID Card for the current semester enrolled.	None	2 Minutes	
2. Receives the newly validated Library ID Card	**2.** Record and release validated Library ID Card	None	2 Minutes	Library Personnel
	TOTAL	**None**	**5 Minutes**	

4. Request to Avail Library Services in the Reserve Section and Theses Section

Defines charging and discharging of library materials to the clients in the Reserve Section and Theses Section.

Office or Division:	College Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government
Who may avail:	Students, Faculty and Administrative personnel, students from other school

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Library ID Card	Library Office
2. Employees ID	Personal Copy
3. Referral Letter	Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. For student present Library ID Card 1.2. For faculty and admin personnel, present any valid ID 1.3. For alumni, present any valid ID 1.4. For students from other schools, present ID and referral letter from the Librarian	1. Verify and acknowledge the ID's presented and the referral letter	None	5 Minutes	Library Personnel
2. Search the needed books / theses	2.1. Assist the library borrowers in the Online Public Access Catalog (OPAC)	None	5 Minutes	Library Personnel
	2.2. Provide the list of theses	None	1 Minute	

3. Receives the borrowed books / theses	3. Provide and check-out the Reserve Books and theses borrowed	None	2 Minutes	Library Personnel
4. Return borrowed book / theses	3.1. Return ID to the borrower and check-in book / theses in the OPAC	None	3 Minutes	Library Personnel
	3.2. Return book/s theses in the shelf	None	2 Minutes	
	TOTAL	**None**	**18 Minutes**	

5. Request to Avail Library Services in the Circulation Section and Filipiniana Section

Defines charging and discharging of library materials to the clients in the circulation and Filipiniana section.

Office or Division:	College Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government
Who may avail:	Students, Faculty and Administrative personnel, Students from other school

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Library ID Card		Library Office
2. Employees ID		Personal Copy
3. Referral Letter		Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. For student present the Library ID card 1.2. For faculty and admin personnel, present any valid ID 1.3. For alumni, present any valid ID 1.4. For students from other schools, present ID and referral letter from their Librarian	1. Verify and acknowledge the ID's presented and the referral letter	None	5 Minutes	Library Personnel
2. Search the needed books	2. Assist the library borrowers in the Online Public Access Catalog (OPAC)	None	5 Minutes	Library Personnel

3. Note the call number and proceed to the shelves	**3.** Assist in locating books	None	10 Minutes	Library Personnel
4. Return the books to the cart	**4.** Return books in the shelf	None	3 Minutes	Library Personnel
	TOTAL	**None**	**23 Minutes**	

6. Lending Out Books for Home Use

Defines the lending out books for home use.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government			
Who may avail:	PhilSCA Students and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Library ID Card		Personal Copy		
2. ID Card (Students/Employees)		Personal Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Library ID Card	**1.** Verify the presented Library ID Card	None	2 Minutes	Library Personnel
2. Search and present the needed books for notation	**2.1.** Check-out and deactivates the book/s in the Library System	None	2 Minutes	Library Personnel
	2.2. Release the borrowed books	None	2 Minutes	
	TOTAL	**None**	**6 Minutes**	

7. Returning Books for Home Use

Defines the returning of books for home use.

Office or Division:	College Library / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen / G2G – Government to Government
Who may avail:	PhilSCA Students and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Library ID Card		Personal Copy
2. ID Card (Students/Employees)		Personal Copy
3. Official Receipt		Collecting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the book on prescribed due date	**1.1.** Receive and inspect the book for any discrepancies	None	3 Minutes	Library Personnel
	1.2. Inform the borrower, if subject for fines *Amount to be collected based to the approved library manual*	None	2 Minutes	
	1.3. Issue of Payment Slip	None	1 Minute	

2. Payment of Library Fines	**2.** Issues Official Receipt	*Reserve Section* First hour (10 am) – PHP 5.00 Succeeding hours – PHP 2.00 One day *(Library Manual)* – PHP 15.00 *Circulation and Filipiniana Section* Daily (excluding holidays Saturdays and Sundays) – PHP 2.00 *(Library Manual)*	5 Minutes	Collecting Office
3. Present Official Receipt	**3.1.** Verify Official Receipt	None	1 Minute	Library Personnel
	3.2. Return the Library ID Card of the borrower	None	1 Minute	
	3.3. Check-in the book in the library system and activate the book	None	1 Minute	
	3.4. Return books in the shelf	None	3 Minutes	
	TOTAL	**None**	**17 Minutes**	

8. Process for Online Reference Services

Provide personal assistance to users in pursuit of information through online reference service.

Office or Division:	College Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Library ID Card		Personal Copy
2. ID Card (Students / Employees)		Personal Copy
3. Certificate of Registration		Registrar's Office – Personal Copy of Students

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Send queries and present a Library ID Card and COR (for students) and valid ID Card (for employees) through the PhilSCA Library Facebook Page and Messenger	**1.1.** Acknowledge the queries	None	1 Minute	Library Personnel
	1.2. Search the information to answer the queries	None	2 Minutes	
	1.3. Scan and send through email all the possible materials requested with a complete bibliographical description of the reference	None	1 Day	
	1.4. Remind the borrower/s that all scanned/digitized materials are for instructional and educational purposes only and not for sale	None	1 Minute	
	TOTAL	**None**	**1 Day, and 4 Minutes**	

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Disbursing Office

Internal Services

1. Claiming Checks / Cash Payment

This procedure defines the action and responsibilities of the Disbursing Office in providing employee / suppliers of the basic documents for their Salary and other claims.

Office or Division:	Disbursing Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	PhilSCA Personnel, Students, Suppliers and other Claimants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID's	Personal copy
2. SPA/ Notarized Authorization Letter (*if supplier*)	Notary Public
3. Photocopy of CEO/Owner Valid IDs with 3 Signatures (*if supplier*)	Personal copy
4. Photocopy of Representative Valid IDs with 3 Signatures (*if supplier*)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will verify if they are included in the list of "Check for Release" posted at Disbursing Office Bulletin Board	1. Posted list of Checks for Release up to date at Disbursing Office Bulletin Board	None	1 minute	Disbursing Personnel
2. Present Valid ID's, SPA / Notarized Authorization Letter, Photocopy of CEO/Owner Valid IDs with 3 Signatures, Photocopy of Representative Valid IDs with 3 Signatures	2. Received and verify Notarized Authorization Letter & Photocopied Valid ID's	None	3 minutes	Disbursing Personnel / Head
3. Receive the Check, Voucher, BIR 2307 and Issuance of Collecting Receipt, Sign the Voucher & Cash Book	3. Release the Check, Voucher, BIR 2307 and ensure Client signs the Voucher, Cash Book & Accuracy of Receipt	None	8 minutes	Disbursing Personnel / Head
	TOTAL	**None**	**12 minutes**	

Community Extension Services

External Services

1. Community Extension Program Planning Stage (LGU Coordination)

The PhilSCA Community Extension Services envisions its myriad functions as part of a holistic mandate of the college. It acts as a conduit to all community extension services which are responsive to the pressing concerns, problems and issues of the communities that we serve as a community of higher learning.

Community Extension Services integrates the PhilSCA GAD Agenda to make its overall functions more embracing to the recurring concerns of women and girls, and young children. We make it more inclusive as we engage our communities of practice in the extension PAPs. We make everyone relevant in Community Extension Services.

Office or Division:	Community Extension Services
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Stakeholders / LGU Beneficiaries

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Coordination meeting and plans with LGU	Community Extension Service Office
2. Need assessment survey	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordination meeting and plans with CES office	1. Coordination meeting and plans with LGU	None	1 day	CES Director CES Coordinator Campus Director CES Secretariat
2. Accomplish the training needs assessment survey	1.1. Check the completeness and accuracy of the entries in the training/need assessment survey 1.2. Post – report of the conduct of training / need assessment survey	None	3 days	CES Director CES Coordinator Campus Director CES Secretariat
	1.3. Prepare the operational plan of the extension	None	5 days	CES Director CES Coordinator Campus Director CES Secretariat

	program **1.4.** Review and Approval of PhilSCA Extension Council on the Proposed Community Extension Needs Based Program				
3. Review the MOA submitted by the Director of CES / CES coordinator	**3.** Draft and submit the Memorandum of Agreement (MOA)	None		3 days	CES Director CES Coordinator Campus Director CES Secretariat
	TOTAL	**None**		**12 Days**	

2. Conduct of Need Assessment Survey

Determining the actual problems, challenges, and priorities of the community or audience the extension program aims to serve.

Office or Division:	Community Extension Services
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Stakeholders / LGU Beneficiaries

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Training Need Assessment Survey Results		Community Extension Services		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conducting training need assessment survey	1. Draft the training need assessment	None	5 days	CES Director CES Coordinator Campus Director CES Secretariat
2. Accomplish the post record of the training need assessment survey	2. Send the result of training need assessment to LGU beneficiaries for approval	None	1 Day	LGU Representative CES Director CES Coordinator Campus Director CES Secretariat
	TOTAL	None	6 Days	

General Services Department

Internal Services

1. Guidelines on the Use of College Vehicles

To transport the employees in various Official Transactions outside the College.

Office or Division:	General Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilSCA Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Driver's Trip Ticket Appendix A (COA Circular No. 77-61 dated September 26, 1977)		General Services Department		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Driver's Trip Ticket and fill-up item A of COA Circular No. 77-61 dated September 26, 1977	1.1. Receive the Trip Ticket, Issue Trip Ticket No. and assign the available vehicle and driver	None	1 minute	GSD Personnel
	1.2. Acknowledge and approve the trip ticket	None	1 minute	Chief, GSD
2. Receive the approved trip ticket	2.1. Filled up item B of COA Circular No. 77-61 (dated Sept 26, 1977)	None	2 minutes	GSD Driver's
	2.2. Present the trip ticket to the Guard upon exit of the campus.	None	1 minute	GSD Driver's
3. Signed the trip ticket after completion of the travel	3. Filed the trip ticket	None	1 minute	GSD personnel
	TOTAL	**None**	**6 minutes**	

2. Application for Work Order Request

All the information about work order requests for the maintenance and repair concerning the different offices.

Office or Division:	General Services Department
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PhilSCA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Work Order Request Form	General Services Department
2. Acknowledgement of Work Completion	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Work Order Form and Fill up the necessary information	**1.1.** Acknowledge and assign GSD personnel to complete the task requested	None	2 minutes	Admin Supervisor
	1.2. Approved the request Work Order Form	None	1 minute	
	1.3. Determine the supplies and materials needed (if any)	None	2 minutes	GSD Personnel
	1.4. Request supplies and materials needed (if any)	None	1 minute	GSD Personnel / Petty Cash Custodian
	1.5. Facilitate the completion of the request	None	2 hours	GSD Personnel
2. Issue Acknowledgement of Work Completion	**3.** Receive and file the letter of acknowledgement	None	1 minute	GSD Personnel
	TOTAL	**None**	**2 hours and 7 minutes**	

3. Application for Facility and Equipment Request Form

This process consists of a formal document that outlines the specific needs and requirements for a facility and equipment. It includes details such as type of facility or equipment needed, the purpose of it, the desired specifications or features, and any additional requirements or considerations.

Office or Division:	General Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilSCA Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Facility and Equipment Request Form		Admin Supervisor Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Facility and Equipment Request Form and Fill up the necessary information	**1.1.** Receive the Facility and Equipment request form for approval	None	1 minute	GSD Personnel
	1.2. Approve the application for facility and equipment request	None	1 minute	Chief, GSD
2. Forward the Request to General Services Department	**2.1.** Schedule and Reschedule Activity and Confirmation with the requestor	None	2 minutes	GSD Personnel
	2.2. Perform appropriate action on the request	None	1 minute	GSD Personnel
	2.3. Filing of Request	None	2 minutes	GSD Personnel
	TOTAL	**None**	**7 minutes**	

Guidance Services Unit

External Services

1. Monitoring of Students on Academic Probation

To provide guidance services to students who are on academic probation.

Office or Division:	Guidance Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students who are under academic probation

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Evaluation of Grades – 1 photocopy		Registrar's Office
2. Academic Probationary Form – 1 copy		Guidance Office
3. Re-Admission Slip – 1 copy		
4. Certificate of Registration – 1 copy		Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Evaluation of Grades together with filled-out Academic Probationary Form.	**1.1.** Evaluate submitted requirements **1.2.** Interview students and issue a re-admission slip if student is fit for enrolment	None	20 Minutes	Psychometrician
2.1. Students presents re-admission slip to Registrar's Office and proceed with enrolment **2.2.** Students submits a photocopy of Certificate of Registration to the Guidance Office	**2.** Create a timesheet for daily logs of probationary students	None	10 Minutes	Psychometrician / Registrar Staff

For the whole semester: **3.1.** Log in and out at the Guidance Office daily **3.2.** Submits academic journal after every term examination	**3.1.** Monitor daily attendance and performance of students **3.2.** Conduct intervention / interview if deemed necessary		1 hour	Psychometrician
4. Submit reflection after the semester	**4.** Give the certificate of completion	None	5 Minutes	Personnel In-Charge, GSU
TOTAL		**None**	**1 Hour, and 35 Minutes**	

2. Exit Survey and Interview for Graduating Students

This process seeks to monitor students' readiness for graduation and to receive feedback on school services and facilities.

Office or Division:	Guidance Services Unit / Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Graduating Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Exit Survey / Interview Form	Guidance Services Unit Official Facebook Page
2. Exit Survey Completion Slip – 1 original copy	Guidance Services Unit Official Facebook Page

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student responds to the Exit Survey Form **1.2.** Print Exit Survey Completion Slip	**1.1.** Evaluate responses for a possible need for intervention; **1.2.** Identify students needing intervention and schedule them for exit interviews; **1.3.** If needed, inform students of their schedule thru email	None	20 Minutes	Psychometrician
2. Student attends scheduled Exit Interview	**2.** Interview students to help them prepare for their career exit after graduation	None	30 Minutes	Psychometrician / Personnel In-Charge, GSU
3. Students present Exit Survey Completion Slip	**3.** Verify Exit Survey Completion Slip for submission to the Registrar's Office	None	2 Minutes	Personnel In-Charge, GSU / Registrar Staff
	TOTAL	**None**	**52 Minutes**	

3. Request for Certificate of Good Moral Character

To provide students with certification of good moral character for various purposes (i.e., Scholarship, Employment, Transfer of School, On-the-Job Training, etc.)

Office or Division:	Guidance Services Unit / Office of Student Affairs / Collecting Unit
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	PhilSCA Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Good Moral Character Request Form – 1 copy	Guidance Office
2. 1 Violet Documentary Stamp per requested copy / 2 Brown Documentary Stamp per requested copy	BIR / Municipal City Hall
3. Official Receipt	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student secures Certificate of Good Moral Character Request Form at the Guidance Office	**1.** Guidance Personnel provides the Request Form and instructs the student to pay the GMC Fee at the cashier	None	5 Minutes	Guidance Personnel
2. Pay the GMC Fee at the Cashier	**2.** The cashier issues an official receipt to the student	PHP 50.00 - GMC Fee	10 Minutes	Cashier
3. The student attaches the Official Receipt to the accomplished GMC Request Form and proceeds to the Office of Student Affairs for clearance	**3.** OSA Staff signs the GMC Request form if the student is cleared.	None	10 Minutes	OSA Staff

4.1. Student submits the cleared GMC Request Form to the Guidance Services Unit to process the issuance of Certificate of GMC; **4.2.** Student provides a documentary stamp to the Guidance Personnel	**4.1.** GSU Personnel encodes student requests in the GMC Log Sheet and generates the request. **4.2.** Issue claim stub to the student	None	2 Days	Guidance Personnel
5. Student presents claim stub to the Guidance Services Unit	**5.** GSU Personnel releases Certificate of Good Moral Character	None	5 Minutes	Guidance Personnel
TOTAL		**PHP 50.00**	**2 Days, and 30 Minutes**	

Human Resource Management Services Division

External Services

1. Request for Certificate of Employment / Service Record

Providing clients with the documents/records for personal and reference purposes.

Office or Division:	Human Resource Management Services Division – Records Unit; Cashier / Collecting Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen / G2G - Government to Government			
Who may avail:	All Current and Separated Employees of PhilSCA			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. HRM Request Form No. 16 – 1 copy of form		HRMSD Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish and submit HRM Form No. 16	1. Receive and verifies the request from database and/or in 201 file	None	10 Minutes	HRMSD Admin Staff
2. Pay the Certification Fee at the Cashier	2. Cashier receives payment and issues Official Receipt	PHP 50.00 (Certification Fee)	5 Minutes	Collecting Officer
3. Present Official Receipt	3. Prepare the documents and secure the approval and signature of the Director of HR	None	10 Minutes	HRMSD Admin Staff; HRMSD Director
4. Receive and sign on the HRM Form No. 16	4.1. Release the signed certificate of employment; 4.2. Personnel in-charge file/s the signed request form	None	5 Minutes	HRMSD Admin Staff
	TOTAL	**PHP 50.00 (Certification Fee)**	**30 Minutes**	

2. Processing of Application for Employment

Providing equal employment opportunity to applicants both internal and external for all current job vacancies in the College.

Office or Division:	Human Resource Management Services Division – Recruitment, Selection and Placement Unit
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CS Form No. 212 Personal Data Sheet	CSC Website: www.csc.com.ph; or HRMSD Office
2. Letter of Intent	External Applicants
3. Diploma and Transcript of Records	
4. Certificate of Eligibility/License	
5. Performance Evaluation from last 2 rating periods (if applicable)	
6. Evaluation Result from IEC (if applicable)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to HRMSD Office; or upload documents to www.tinyurl.com/PSCAApplication	1.1. RSP In-Charge evaluates complete submission of documents	None	1 Hour	HRMSD RSP In-Charge
	1.2. If the applicant meets the minimum qualifications, RSP In-charge will be in contact with them for their exam and interview.	None	30 Minutes	HRMSD RSP In-Charge

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		None	5 Days	HRMPSB
2. Applicant shall go through an exam and interview.	**2.1.** If the applicant passed both assessments, it will be processed by the selection board	None	5 Days	HRMPSB
	2.2. Selection board will endorse to the College President for appropriate action. **2.3.** Notifies applicants who did not qualified to be appointed/hired	None	5 Days	HRMPSB/FSB, College President
TOTAL		**None**	**10 Days, 1 Hour, and 30 Minutes**	

Human Resource Management Services Division

Internal Services

3. Request for Leave of Absence

This process serves as a formal communication to the management of the personnel absences from work, for how long and the reason for absence.

Office or Division:	Human Resource Management Services Division – Leave Administration Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PhilSCA Regular Employees (Permanent and Temporary)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. HRM Form No. 19 (CS Form No. 6 rev. 2020)		HRMSD Office
2. Refer to Instructions and requirements at the back of HRM Form No. 19		Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and file application for leave.	1.1. Receive and verify completeness of required attachments (if needed); 1.2. HRMSD certifies the available leave credits (if any) under 7.A of HRM Form No. 19 and releases the form	None	5 Minutes	Personnel In-charge for Leave Administration Section
2. Re-submit the Form with the recommendation of Immediate Head	2. Approval of application for leave of authorized official	None	1 Day	Immediate Head; VPAF (if Admin); VPAA (if Faculty)
3. Receive the approved application for leave	2.1. Disseminate and/or released the approved application for leave; 2.2. HR Copy will be filed in the 201 file	None	30 Minutes	Personnel In-charge for Leave Administration Section
	TOTAL	None	1 Day, and 36 Minutes	

Management of Information System Office

External Services

1. Reporting an IT related untoward incidents

The process is for all employees and students who notice any untoward incidents on the system or application's network infrastructure, software, or behavior.

Office or Division:	MIS Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government / G2C - Government to Citizen
Who may avail:	PhilSCA Employees and Continuing Student

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incident Report Form (Form No. MIS-0004)		MIS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished MIS-0004 Form	1. Check the Incident Report Form if the incident is properly documented and it is legibly written	None	15 Minutes	MIS Head
2. Receive a copy of the submitted incident report form	2. Give a copy of the report to the incident reporter	None	3 Minutes	MIS Head
3. Receive a copy of the report with the findings and action taken on it	3.1. Investigate to find out the cause of the incident 3.2. Take necessary action to resolve the issue 3.3. Do the monitoring of the action taken to assess the effectiveness 3.4. Submit a copy of the incident report to the office of the President	None	15 Days	MIS Head/MIS Technical Staff
	TOTAL	None	15 Days, and 18 Minutes	

2. Request for Registration for an Internet Connection with PhilSCA Private Secured Network

This process is intended for PhilSCA employees and students who need access to PhilSCA Private Secured Network for educational and operational purposes.

Office or Division:	MIS Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government / G2C - Government to Citizen
Who may avail:	PhilSCA Employees and Accredited Student Organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Internet Connection Request Form (Form no. MIS-0005)	MIS Office
2. Device to connect to the internet	PhilSCA Employee and Continuing Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished MIS-0005 Form to the MIS technical staff.	1.1. Receive and check the MIS-0005 Form if it is legibly written with complete data for device registration 1.2. Approval or Disapproval of the request	None	10 Minutes	MIS Technical Staff/MIS Head
2. Submit the device	2. Register the device if the request is approved	None	15 Minutes	MIS Technical Staff
3. Received the device with internet connectivity	3. Return the device to the requester and file the form for record keeping	None	2 Minutes	MIS Technical Staff
	TOTAL	None	27 Minutes	

3. Dormitory Biometric Enrollment

This process is intended for PhilSCA employees and students who need access to the dormitory areas for maintenance, security, and management purposes or as tenants.

Office or Division:	MIS Office / Auxiliary Services and Resource Generation
Classification:	Simple
Type of Transaction:	G2G – Government to Government / G2C - Government to Citizen
Who may avail:	PhilSCA Employees and Continuing Student

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Biometric Enrollment Request Form (Form No. MIS-0010)		MIS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished MIS-0010 Form to the MIS Technical Staff	1. Check the MIS-0010 Form to if it is legibly written with complete data	None	5 Minutes	MIS Technical Staff
2. Received the MIS-0010 Form from the MIS technical staff	2. Return the MIS-0010 Form to the requester	None	1 Minute	MIS Technical Staff
3. Submit the form to the Auxiliary Services and Resource Generation	3. Approve or disapprove the request	None	5 Minutes	Auxiliary Services and Resource Generation
4. Submit the approved MIS-0010 Form to the MIS Office	4. Receive the MIS-0010 Form for validation and verification	None	3 Minutes	MIS Technical Staff
5. Submit for fingerprint registration	5.1. Enroll the student or employee on all biometric scanners where they are allowed to	None	15 Minutes	MIS Technical Staff
	5.2. File the MIS-0010 Form for record-keeping purposes			
	TOTAL	None	29 Minutes	

4. LMS, Student, and Faculty Portal Password Resets

The process is intended for students and faculty members who forgot their password and could not update the email in their account with their work or personal email, which could be used to reset their password.

Office or Division:	MIS Office / Registrar's Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	PhilSCA Employees and Continuing Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reset Password Form (Form no. MIS-0011)		MIS Office		
2. Student School ID card and/or Certificate of Registration		Registrar's Office – Personal Copy of Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished MIS-0011 Form to the MIS Technical Staff	**1.1.** Check the Reset Password Form to ensure that it is legibly written and has all of the necessary information, and verify the requester's identity	None	10 Minutes	MIS Technical Staff
	1.2. If validated as a current student or faculty member, the MIS technical staff will reset the password			
2. Receive the new password	**2.** Give the new password to the requester	None	3 Minutes	MIS Technical Staff
	TOTAL	**None**	**13 Minutes**	

5. Requesting for IT Related Work / Service

The MIS is providing PhilSCA employees with the proper procedure for requesting IT-related work services like hardware and software repair and maintenance of computer systems and peripherals.

Office or Division:	MIS Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	PhilSCA Employee and Continuing Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Service Request Form (Form No. MIS-0001)	MIS Office
2. Endpoint Device with issue	PhilSCA Personnel / Student
3. Software (if any)	
4. Hardware parts (if any)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished MIS-0001 Form to the MIS technical staff	1.1. Receive and check the Service Request Form to see if it is legibly written and with complete data necessary for record keeping	None	5 Minutes	MIS Technical Staff
	1.2. Submit the form to the MIS Head for approval or disapproval of the request	None	2 Minutes	MIS Technical Staff
	1.3. The MIS head will approve or disapprove the request and assign a technical staff to do the work if approved through the Job Ticket Form	None	5 Minutes	MIS Head

2. Receive a copy of the approved / disapproved Service Request Form	2. If the request is approved the assigned MIS technical staff will deliver the requested work service/s	None	1 Hour	MIS Technical Staff
3. Receive the Service Request Form and rate the performance of the MIS technical staff	3. The MIS Technical staff will hand over the MIS-0001 form to the requester for a performance rating	None	5 Minutes	MIS Technical Staff
4. Return the rated MIS-0001 Form to the MIS Technical staff	4. Receive and submit the rated MIS-0001 Form to the MIS Head to note that the task was delivered	None	3 Minutes	MIS Technical Staff/MIS Head
	TOTAL	**None**	**1 Hour, and 20 Minutes**	

Management of Information System Office

Internal Services

6. Computer Laboratory Monitoring

This service is intended for the computer laboratory facilitator and the faculty handling courses that need a computer laboratory to execute academic activities.

Office or Division:	MIS Office / ICS / INET / ILAS
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	PhilSCA Employee and Continuing Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer Laboratory Monitoring Form (MIS-0003 Form).		MIS Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a Duly accomplished MIS-0003 Form to the MIS technical staff	**1.1.** Receive the MIS-0003 form and check if all necessary data were supplied correctly and completely	None	3 Minutes	Lab Facilitator
	1.2. Noted by the MIS Head	None	3 Minutes	MIS Head
	1.3. Keep the MIS-0003 form for record-keeping purposes		3 Minutes	Lab Facilitator
	TOTAL	**None**	**9 Minutes**	

7. Request to borrow ICT Equipment

The borrowing of equipment is where PhilSCA employees can borrow available ICT equipment from the MIS office for utilization.

Office or Division:	MIS Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilSCA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ICT Equipment Borrowing Form (Form no. MIS-0006)		MIS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished MIS-0006 Form to the MIS Technical staff	1.1. Check the ICT Equipment Borrowing Form if it is legibly written with complete data	None	5 Minutes	MIS Technical Staff/ MIS Head
	1.2. Approve or disapprove the request of borrowing ICT equipment by the MIS Head			
2. Receive the ICT equipment together with a copy of the borrowing form	2. Prepare and Hand over the ICT equipment to the requester if approved	None	15 Minutes	MIS Technical Staff
	TOTAL	None	20 Minutes	

8. Returning of ICT Equipment

This process is the continuation of the borrowing of ICT equipment where the borrower will have the guide on returning the borrowed equipment to the MIS office.

Office or Division:	MIS Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PhilSCA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ICT Equipment Borrowing Form (Form no. MIS-0006)	MIS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the ICT equipment to the MIS Office and a copy of the borrowing form.	1. Receive and check the returned ICT equipment and mark returned on the borrowing form	None	10 Minutes	MIS Technical Staff/ MIS Head
2. Receive the ICT Equipment borrowing form with the returned mark.	2.1. Hand over the ICT equipment borrowing form to the borrower with the mark "Returned"	None	5 Minutes	
	2.2. File the ICT equipment form for record keeping			
TOTAL		None	15 Minutes	

9. Requesting for LMS COURSE Tagging

In this process, the MIS office will assign each course to the designated faculty members based on their approved teaching loads.

Office or Division:	MIS Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PhilSCA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Teaching Load	Institute Program Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Approved Teaching Load	1. Receive the teaching load and review the requirements	None	5 Minutes	MIS Technical Staff
2. Tagged LMS courses	2. Tag all the courses indicated in the teaching load	None	15 Minutes	
	TOTAL	None	20 Minutes	

10. Verification of LMS Compliance

This process is created to verify if the faculty member is utilizing the LMS technology as part of the learning tool for students. This process requires all faculty members to utilize LMS whether they are handling technical or non-technical courses.

Office or Division:	MIS Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PhilSCA Faculty Members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Compliance Form	Quality Assurance Center
2. Tagged LMS courses with uploaded syllabi, learning modules, quizzes, activities, and assignments that the students have answered	MIS Office and Faculty Members
3. Teaching Load	Faculty Member

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the compliance form and teaching load to the MIS Office	**1.1.** The technical staff will verify if the tagged courses have been utilized	None	10 Minutes	MIS Technical Staff
	1.2. The MIS technical staff will write the compliance date and affix his/her initial to the compliance form	None	3 Minutes	

	1.3. The MIS Head will affix his/her signature and put the remarks to the compliance form	None	3 Minutes	MIS Head
2. Receive the compliance form with the signature and remarks of the MIS head	**2.** Release the compliance form	None	2 Minutes	MIS Technical Staff
	TOTAL	**None**	**18 Minutes**	

Medical Unit

External Services

1. Walk-In Consultation

To provide medical care for students and employees.

Office or Division:	Medical Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government / G2C - Government to Citizen			
Who may avail:	All PhilSCA Personnel and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel – Office ID		Registrar's Office		
2. Students – School ID		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally report to the Clinic for Consultation	1.1. Obtain record of patient	None	1 Minute	Nurse
	1.2. Take Vital signs like blood pressure, temperature, etc., and record	None	4 Minutes	Nurse
	1.3. Ask the chief complaint of the patient. Take history of the illness. Examine the patient. Elicit information that will provide a basis for the diagnosis	None	10 Minutes	College Physician
2. Receive medicines / prescription	2. Record medicines given to the patient	None	1 Minute	Nurse
	TOTAL	None	16 Minutes	

2. Issuance of Medical Certificate for:
   a) **Sick Call**
   b) **Ailment Limitation**
   c) **On-Job Training**
   d) **Others- e.g., student who will join Sports Fest, PE Requirement**

To provide Medical Care to Students and employees.

Office or Division:	Medical Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government / G2C - Government to Citizen
Who may avail:	All PhilSCA Personnel and Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel – Office ID		Registrar's Office		
2. Students – School ID		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present ID and sign in the medical logbook	**1.1.** Let the personnel/student sign in the medical logbook.	None	1 Minute	Nurse
	1.2. Obtain the record of the personnel / student	None	2 Minutes	Nurse
2. Receive Medical Certificate	**2.** Fill up the medical certificate and affix signature	None	2 Minutes	College Physician
	TOTAL	**None**	**5 Minutes**	

3. Semestral Routine Medical and Physical Examination of Students (Continuing Students)

To provide routine Medical and Physical Examination to Students

Office or Division:	Medical Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Continuing Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Students – School ID		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID	1.1. Verify medical record student	None	1 Minute	Nurse
	1.2. Take vital signs and record	None	1 Minute	Nurse
	1.3. Examine Student	None	2 Minutes	College Physician
2. Receive medical certificate	2. Fill up, sign, and issue the medical certificate	None	2 Minutes	College Physician
	TOTAL	None	6 Minutes	

4. Routine Medical and Physical Examination of Students (New and Transferees)

To provide routine Medical and Physical Examination to Students

Office or Division:	Medical Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All incoming students (new and transferees) who passed the PhilSCA Admission Test

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School ID		Personal Copy		
2. Chest-X-ray, CBC and Drug Test		Any DOH Accredited Laboratory or Hospitals		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Chest X-Ray, CBC and Drug Test Results	**1.** Evaluate the result	None	1 Minute	Nurse
2. Fill-up Medical History Form	**2.1.** Instruct student in filling-up medical forms	None	4 Minutes	Nurse
	2.2. Take vital signs, height, weight and record	None	2 Minutes	Nurse
	2.3. Examine the student. Ask related questions.	None	5 Minutes	College Physician
3. Receive Medical Certificate	**3.** Fill-up, sign, and issue medical certificate	None	2 Minutes	College Physician
	TOTAL	**None**	**14 Minutes**	

5. Conduct of Ishihara Test

To conduct colorblindness test for incoming freshmen students (BSAT, BSAeE, BSAvComm, AAMT, AAET)

Office or Division:	Medical Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Applicants for PhilSCA Admission Test (BSAT, BSAeE, BSAvComm, AAMT, AAET)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any ID card		From present / past school attended		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID	1.1. Verify ID presented	None	1 Minute	Nurse
	1.2. Verify course to be taken	None	1 Minute	Nurse
2. Examination	2.1. Undergo colorblindness test 2.1. Undergo colorblindness test	None	1 Minute	Nurse
	2.2. Affirmation of test results	None	1 Minute	College Physician
3. Receive colorblindness test result	3. Sign and issue colorblindness test result	None	1 Minute	College Physician
	TOTAL	None	5 Minutes	

6. Issuance of Medical Certificate for Pre-Employment

Provide Medical Certificate for all applicants (Admin and Faculty)

Office or Division:	Medical Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Applicants for employment

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Any valid ID card		From any government institution
2. CS Form 211		HRMSD
3. Medical Laboratory and Neuro-Psychiatric Results (2 copies each)		Any DOH Accredited Laboratory or Hospitals

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID	**1.1.** Verify ID presented	None	1 Minute	Nurse
	1.2. Verify completeness of requirements	None	1 Minute	Nurse
	1.3. Taking of Vital signs	None	2 Minutes	Nurse
2. Physical Examination	**2.1.** Undergo physical examination	None	5 Minutes	College Physician
	2.2. Affirmation of test results	None	1 Minute	College Physician
	2.3. Fill up, sign and issue medical certificate	None	2 Minutes	College Physician
	TOTAL	**None**	**12 Minutes**	

National Service Training Program Department

External Services

1. Request of Certificate of Completion / Serial Number

The Certificate of Completion and Certificate of Serial Number is a certification issued to the graduates of NSTP Programs (Reserve Officers' Training Corps and Civic Welfare Training Service). The certification is being used by the graduates of NSTP as part of their requirements for the On-the-Job Training or work application.

Office or Division:	NSTP Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Graduates of NSTP Programs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Log-Sheet to be NSTP Department indicating the NSTP Program taken, school year when the NSTP was taken, and contact details	1. Provide the Log-Sheet to the requesting party	None	1 Minute	Requesting Party
2. Receive claim stub from the NSTP Staff	2.1. Provide claim stub and advise the claimant to return on the date and time of the release of the Certification	None	1 Minute	NSTP Staff
	2.2. Verifies the name of the requesting party on the list of NSTP graduates with Serial Number If the name is found, prepare Certificate of Completion / Serial Number	None	1 Hour	NSTP Staff

	If not found, coordinate with the Registrar's Office on the enrollment record for verification			
	2.3. Forward to the NSTP Coordinator for review and approval of the Certification	None	10 Minutes	NSTP Staff
	2.4. Verify the correctness of the certification and review the school year completed and serial number based on the list of the Department **2.5.** If correct, signed the certification and return to the NSTP Staff for recording and releasing to the requesting party	None	1 Hour	NSTP Coordinator
	2.6. Receive the signed copy of certification and record to the logbook intended for the releasing of approved / signed certificate	None	5 Minutes	NSTP Staff
3. Receive the signed / approved Certification from the NSTP Staff	**3.1.** Release the signed certification to the requesting party	None	5 Minutes	NSTP Staff and Requesting Party
	TOTAL	**None**	**2 Hours, and 22 Minutes**	

2. Request for The Entrance and Exit of Colors (For Formal Event)

As part of the formal events of the schools and organizations, the Entrance and Exit of Colors is being done to grace the event. This serves to communicate to the participants of the event and reinforce national identity, cultural pride, historical narratives and social values.

Office or Division:	NSTP Department
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen/G2G - Government to Government
Who may avail:	Schools and Professional Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter / Invitation Letter *(the letter must include the date, time and location of the event, and the contact information of the requesting party)* – original copy	Requesting Party

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original copy of Request Letter / Invitation Letter to the NSTP Coordinator	1.1. Receive the Request Letter / Invitation Letter	None	1 Minute	NSTP Coordinator
	1.2. Conduct a meeting with the ROTC Cadet Officers regarding the invitation to set the list of Officers who will participate in the event	None	2 Hours	NSTP Coordinator ROTC Cadet Officers
	1.3. Submit the signed waiver to the NSTP Coordinator as part of the requirements for the request of authority to travel	None	1 Day	ROTC Cadet Officers

		None	1 Day	NSTP Coordinator
	1.4. Prepare the Request Letter for authority to travel and participate in the event together with the requirements stipulated in the CHED Memo	None	1 Day	NSTP Coordinator
	1.5. Forward to the school authorities for signatures	None	2 Days	NSTP Staff
	1.6. Received the communication letter. **1.7.** Inform the requesting party on the decision regarding the request	None	1 Hour	NSTP Coordinator
	1.8. Prepare necessary documents needed before the date of the event. **1.9.** Practice for the Entrance and Exit of Colors.	None	2 Days	ROTC Cadet Officers
2. Welcome the ROTC Cadet Officers on the date of the event	**2.** Travel to the venue of the event on the date and time given by the requesting party	None		NSTP Coordinator ROTC Cadet Officers
	TOTAL	**None**	**6 Days, 3 Hours, and 1 Minute**	

Office of Student Affairs

External Services

1. Process for the Issuance of Unifor Exemption Pass to Students with on-going OJT (On-the-Job Training)

Allowing students to be exempted to wear uniform during school days.

Office or Division:	Office of Student Affairs
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request For (OSA Form No. 1) endorsed by the Program Coordinator – 1 copy	Office of Student Affairs
2. Certificate of Employment – 1 original copy	Applicant's Company
3. Company ID – 1 photocopy	Applicant's Company
4. Certificate of Registration (verified by the Registrar's Office) – 1 photocopy	Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client accomplishes OSA Form No. 1 and submits duly signed request form with complete requirements	1.1. Receives request and other completed requirements	None	30 Minutes	OSA Personnel
	1.2. Approves and signs the Uniform Exemption pass	None	1 Day	Dean, OSA
2. Client claims the Uniform Exemption Pass (OSA Form No. 2)	2. Release the Uniform Exemption Pass	None	5 Minutes	OSA Personnel
	TOTAL	None	1 Day, and 35 Minutes	

2. Process for the Issuance of Uniform Exemption Pass to Working Students

Allowing students to be exempted to wear uniform during school days.

Office or Division:	Office of Student Affairs
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Working Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent – 1 original copy	Applicant's Company
2. Certificate of Employment – 1 original copy	Applicant's Company
3. Certificate of Registration verified by the Registrar's Office – 1 photocopy	Registrar's Office – Personal Copy of Students
4. 1x1 picture with white background only (do not puncture or staple wire your picture) – 1 piece	Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client accomplishes OSA Form No. 1 and submits duly signed request form with complete requirements	1.1. Receives complete requirements	None	30 Minutes	OSA Personnel
	1.2. Issues temporary pass for Uniform Exemption (OSA Form No. 2)			
	1.3. Calls company for verification	None	2 Working Days	OSA Personnel / Data Center
	1.4. Approves and signs the Uniform Exemption ID	None	3 Working Days	Dean, OSA
2. Client claims Uniform Exemption ID	2. Releases duly signed Uniform Exemption ID to the client	None	3 Minutes	OSA Personnel
	TOTAL	None	5 Days, and 33 Minutes	

3. Process for the Issuance of Uniform Exemption Pass to Students with Medical Condition

Allowing students to be exempted to wear uniform during school days.

Office or Division:	Office of Student Affairs
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students with Medical Condition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Certificate – 1 original copy	Clinic or Hospital
2. Certificate of Registration (verified by the Registrar's Office) – 1 photocopy	Registrar's Office
3. Letter from Guardian with 3 signatures – 1 original copy	Personal copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client accomplished and submits OSA Form No. 1 and submits duly signed request form with complete requirements	1.1. Receives complete requirements	None	30 Minutes	OSA Personnel
	1.2. Approves and signs the Uniform Exemption Pass	None	3 Working Days	Dean, OSA
2. Client claims Uniform Exemption Pass (OSA Form No. 3)	2. Releases the Uniform Exemption Pass	None	3 Minutes	OSA Personnel
	TOTAL	None	3 Days, and 33 Minutes	

4. Application for Accrediting Student Club / Organization

Providing services to student organizations.

Office or Division:	Office of Student Affairs
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Application – 1 original copy	Accredited Student Organization / Club
2. Constitution and By-Laws – 1 original copy	
3. List and Information of Officers and Founding Members – 1 original copy	
4. Proposed Activities – 1 original copy	
5. Letter of Acceptance by Faculty Advisers – 1 original copy	

CLIENTSTEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits all requirements (accomplished in duplicate)	**1.1.** Receives and evaluates all the list of requirements and documents	None	3 Working Days	OSA personnel
	1.2. Review and endorse application for recommendation and approval	None	3 Working Days	OSA Personnel
	1.3. Notify Student Organizations with regards to the approval of their application	None	2 Working Days	Dean OSA / VPAA
	TOTAL	**None**	**8 Days**	

5. Issuance of Activity Permit for College Related or Sponsored Activities

Providing services to students' program and activities.

Office or Division:	Office of Student Affairs
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students / Accredited Organizations and Interest Clubs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter – 1 original copy	Student's personal copy
2. Duly signed Operational Plan – 1 original copy	
3. Resolutions – 1 original copy)	
4. Special Order (if applicable) – 1 photocopy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request with all requirements	1.1. Receives, evaluates, and reviews all the submitted documents	None	3 Working Days	OSA Personnel
	1.2. Endorse to DSA the proposed activity with its complete attachments	None	3 Working Days	Dean, OSA
	1.3. Recommend to VPAA / College President for approval	None	3 Working Days	College President
	1.4. Notify client of the approval or disapproval of the proposed activity	None	3 Working Days	VPAA
2. Client receives approved / disapproved Operational Plan	2. Release document to client	None	1 Working Day	OSA Personnel
	TOTAL	None	13 Days	

6. Processing of Insurance claims

To provide accident / sickness insurance benefit to Students, Regular Employees, and Contract of Service Employees (Administrative and Faculty).

Office or Division:	Office of Student Affairs
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen / G2G – Government to Government
Who may avail:	Students, Regular Employees, Contract of Service (Admin and Faculty)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Insurance Claim Form – 1 original copy	Office of Student Affairs
2. Insurance Provider checklist of required documents for insurance claims – 1 copy each (all original)	Office of Student Affairs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimant fills out and submits Insurance Claim Form together with the supporting documents	1.1. Receives, evaluates, and reviews all the submitted documents	None	20 Minutes	OSA Personnel
	1.2. Checks and verifies on the list of insured Students, Faculty, and Admin. Personnel	None	10 Minutes	Dean OSA
	1.3. If documents are complete, transmit and endorse to the Insurance Provider	None	30 Minutes	OSA Personnel

	1.4. If incomplete: contacts client for the completion of the requirements	None	5 Working Days	OSA Personnel
	1.5. Final Evaluation and processing of the Insurance provider	None	14 Calendar Days* *(May extend depending on the evaluation process of the insurance provider)*	Insurance Provider
2. Claim check / insurance benefit payment	**2.1.** Inform claimant that check is ready for release	None	5 Minutes	OSA Personnel
TOTAL		**None**	**19 Days, 1 Hour, and 5 Minutes**	

7. Action on Disciplinary Complaints Against Students

To resolve disciplinary complaints against students.

Office or Division:	Office of Student Affairs
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government / G2C - Government to Citizen
Who may avail:	Students, Regular Employees, Contract of Service (Admin and Faculty)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Complaint	Office of Student Affairs
2. Proof or Evidence (If Necessary)	Student's Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files a complaint to the Office of Student Affairs together with the supporting evidence	1.1. Receives narration of facts and supporting documents / evidence	None	5 Minutes	OSA Personnel
	1.2. Evaluates / reviews supporting evidence to determine if the complaint falls under the jurisdiction of the SDT	None	3 Working Days	Dean, OSA
	1.3. If within jurisdiction, endorse to SDT for formal investigation and resolution. If not, endorse to the appropriate office.	None	1 Working Day	OSA Personnel

2. Client attends the Meeting/Hearing	2. SDT Hearing	None	13 Working Days *(*Days may vary depending on the decision of the SDT)*	Student Discipline Tribunal
3. Receives the decision	3. Submission of the Committee Report and final resolution of the case subject for review by the OSG and approval by the College President of the resolution			
	TOTAL	**None**	**13 Days**	

PE and Sports Development Unit

External Services

1. Request for PE and Sports Equipment

To provide procedure for lending PE and Sports Equipment.

Office or Division:	PE and Sports Development Unit				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	Students and Employees				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
None			None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Fill-up Borrowers Log-book	**1.** Secure the borrower to fill-up the Borrowers Log Book	None	1 Minute	PE and Sports Property Custodian	
2. Surrender School Identification Card	**2.** Accept the School Identification Card	None	1 Minute		
3. Log-out to Borrowers Log-Book upon return of supply or equipment	**3.** Return surrendered School Identification	None	1 Minute		
	TOTAL	**None**	**3 Minutes**		

Procurement Office

External Services

1. Process of P.O. / W.O. – Small Value Procurement

This procedure defines the actions and responsibilities of the Procurement and BAC Office in providing the college for the procurement of goods, services, and consultancy through small-value procurement.

Office or Division:	Procurement; BAC Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Requisitioner from Villamor, Basa / Palmayo, MBEAB, FAB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition Inspection Slip and Purchase Request Form	Supply Office
2. Certificate of Funds Availability	Budget Office
3. BAC Resolution	BAC Office
4. Abstract of Canvass Form	Procurement Office
5. Reasonableness of Price Form	Supply Office
6. Emergency Purchase	Supply Office
7. Purchase Order / Work Order	Procurement Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attach approved RIS, APP, and Certificate if None Availability issued by the Supply Office	1. Duly Accomplished Purchase Request (PR)	None	10 Minutes	Head, Procurement Office
2. Secure approval to the Budget Office for the Certificate of Funds Availability	2.1. Request for Certificate of Funds Availability	None	1 Day	End-User

2.2. Submission to the BAC Committee to determine the mode of procurement and prepare BAC Resolution for recommendation to the Head of Agency	None	10 Minutes	Procurement Office Staff
2.3. Issuance of BAC Resolution	None	1 Day	BAC Secretariat BAC Members HOPE
2.4. Posting to PhilGEPS	None	3 Days	BAC Secretariat
2.5. Consolidation of the quotations from the suppliers/vendor and endorsement to the procurement officer	None	1 Day	BAC Secretariat and Canvasser
2.6. Determine the Lowest Bidder using Request Form Quotation Evaluation and prepare Abstract of Canvass	None	4 Hours	Canvasser and Procurement Office Staff
2.7. Abstract of Canvas for Signature	None	1 Hour	End-User and BAC
2.8. Preparation of BAC Resolution Recommending Award to the winning supplier/vendor/contractor	None	1 Day	BAC Secretariat BAC HOPE
2.9. Prepare P.O / W.O.	None	1 Hour	Procurement Office Staff

	2.10. P.O / W.O. for signatories and release to the Procurement Unit	None	30 Minutes	Accountant HOPE
	2.11. Inform the Supplier /Contractor	None	5 Minutes	BAC Secretariat / Canvasser
3. Received the signed P.O. / W.O.	**3.** Released and received signed P.O. or W.O. by the Supplier / Contractor	None	1 Day	Procurement Office staff
TOTAL		**None**	**8 Days, 5 Hours, and 55 Minutes**	

Records Office

External Service

1. Processing Request of Documents Under Freedom of Information

Providing clients with copy of documents not related to them.

Office or Division:	Records Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen
Who may avail:	Regular / Permanent Employees, Former Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FOI Request Form		Records Office, PhilSCA Website, Different Offices within PhilSCA Campuses		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits and files FOI Request Form	1.1. Receive and verify the completeness of the filled-up FOI form	None	5 Minutes	Records Officer/Staff
	1.2. Verify if the document requested is confidential or not	None	5 Minutes	Records Officer/Staff
2. If approved documents, sign the FOI form with his/her signature	2.1. If the document requested is confidential, the staff will need to seek for approval of FOI Decision Maker (College President)	None	20 Minutes	Records Officer/Staff
	TOTAL	**None**	**30 Minutes**	

Records Office

Internal Service

2. Request for Second Copy of Pertinent Documents (Special / Travel / Training / Memorandum Order)

Providing clients with a second copy of documents relating to them.

Office or Division:	Records Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen / G2G - Government to Government
Who may avail:	All Current Employees of PhilSCA

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel ID		Personal Copy		
2. Request Form		Records Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall request to the Records Office	**1.1.** Verifies the identity of the requester and ask for the particulars of the requested document	None	5 Minutes	Records Officer / Staff
	1.2. Records Officer / Staff checks on the inventory of list	None	5 Minutes	Records Officer / Staff
	1.3. Print the PDF Copy of the requested document	None	5 Minutes	Records Officer / Staff
3. Client receives the retrieve documents and logs to the client transaction logbook	**2.** Releases the printed-out document	None	5 Minutes	Records Officer / Staff
	TOTAL	**None**	**20 Minutes**	

Registrar's Office

External Services

1. Application for Graduation

Providing the graduating students of the basic requirements (attachments) for their graduation.

Office or Division:	Registrar's Office / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Graduating Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Exit Survey Result for Graduating Students	Guidance Services Unit
2. Official Receipt	Collecting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the completion slip and the official receipt.	1.1. Accept completion slip and the official receipt	None	1 Minute	Registrar's Staff
	1.2. Check the completeness of the credentials and grades in the 201 file	None	4 Minutes	Registrar's Staff
	1.3. Issue form for the application for graduation	None	1 Minute	Registrar's Staff
2. Submit the duly accomplished application form	2. Receive the application form and check the entries	None	1 Minute	Registrar's Staff
3. Sign in the graduating student log sheet.	3.1. Give the log sheet to the graduating student	None	1 Minute	Registrar's Staff
	3.2. Include in the tentative list of candidates for graduation	None	2 Minutes	Registrar's Staff
	TOTAL	None	10 Minutes	

2. Application for Official Transcript of Records (TOR) – 1st Request

The Transcript of Records includes all the courses taken and grades earned of the student in his/her entire stay in the college, including transferred credits from other school, if transferee. This document may be issued as requested.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registrar's Form No. 25	Registrar's Office
2. Complete credentials (Form 137-A and/or TOR copy for PhilSCA); Student Clearance)	
3. Recent formal 2x2 colored picture in white background with name tag – 2 copies	Personal Copy
4. BIR Documentary Stamp (purple color) per copy – 1 piece	Any BIR Offices
5. OJT Certificate validated by the OJT coordinator (If applicable) – 1 original and 1 photocopy	OJT Provider
6. Valid ID of Graduate – 1 original Copy ***Additional requirements in case the claimant is a representative:*** i) originally signed authorization letter ii) Present 1 original and photocopy of valid ID of student/graduate iii) Present 1 original and photocopy of valid ID of representative	Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form	1.1. Check the completeness of the credentials and accuracy of the entries in the application form	None	5 Minutes	Registrar's Staff

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	1.2. Issue claim slip if all credentials are complete and inform the client on the date of release	None	2 Minutes	Registrar's Staff
	TOTAL	**None**	**7 Minutes**	

3. Application for Official Transcript of Records (TOR)

The Transcript of Records includes all the courses taken and grades earned of the student in his/her entire stay in the college, including transferred credits from other school, if transferee. This document may be issued as requested.

Office or Division:	Registrar's Office / Collecting Office
Classification:	Simple/Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Graduates (2nd Request) / Undergraduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registrar's Form No. 25	Registrar's Office
2. Proof of Payment: _PHP 70.00 per page_	Collecting Office
3. Complete credentials (Form 137-A and/or TOR copy for PhilSCA); Student Clearance)	
4. Recent formal 2x2 colored picture in white background with name tag – 2 copies	Personal Copy
5. BIR Documentary Stamp (purple color) per copy – 1 piece	Any BIR offices
6. OJT Certificate validated by the OJT coordinator (If applicable) - original and photocopied	OJT Provider
7. Present 1 valid ID of graduate/undergraduate ***Additional requirements in case the claimant is a representative:*** i) originally signed authorization letter ii) Present 1 original and photocopy of valid ID of graduate/undergraduate iii) Present 1 original and photocopy of valid ID of representative.	Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form	**1.** Check completeness of the credentials and accuracy of the entries in the application form and indicate the amount to be paid.	None	5 Minutes	Registrar's Staff
2. Pay the corresponding fee.	**2.** Receive payment for the TOR	PHP 70.00 per page	5 Minutes	Collecting office
3. Return and submit the form with proof of payment	**3.** Receive, issue claim slip and inform the client on the date of release.	None	2 Minutes	Registrar's Staff
TOTAL		**PHP 70.00 per page**	**12 Minutes**	

4. Application for the Issuance of Certifications (Any Type)

Certifications regarding student's enrolment, graduation, general weighted average, English as a medium of instruction, ID issuance, earned units, etc. are being issued by the office.

Office or Division:	Registrar's Office / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Currently Enrolled Students / Undergraduates / Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registrar's Form No. 25	Registrar's Office
2. Proof of Payment: *PHP50.00 per certification*	Collecting Office
3. Complete credentials (Form 137-A and/or TOR copy for PhilSCA); Student Clearance)	
4. BIR Documentary Stamp (purple color) per copy/per document – 1 piece ***Additional requirements in case the claimant is a representative:*** i) originally signed authorization letter ii) Present 1 original and photocopy of valid ID of student/graduate iii) Present 1 original and photocopy of valid ID of representative.	Any BIR Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form	**1.** Check the completeness of the credentials and accuracy of the entries in the application form and indicate the amount to be paid.	None	5 Minutes	Registrar's Staff
2. Pay the corresponding fee.	**2.** Receive payment	PHP 50.00	5 Minutes	Collecting office

3. Return and submit the form with proof of payment	**3.** Receive, issue claim slip and inform the client on the date of release.	None	2 Minutes	Registrar's Staff
TOTAL		**PHP 50.00**	**12 Minutes**	

5. Application for the Issuance of Evaluation of Grades

Students/clients must secure an evaluation of grades to: a) Determine their earned credits for transferees during enrollment, b) As a requirement before filing an application for graduation, and for other purposes.

Office or Division:	Registrar's Office / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Currently Enrolled Students / Undergraduates

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Registrar's Form No. 25		Registrar's Office
2. Proof of Payment: *PHP80.00*		Collecting Office
3. 1 pc BIR Documentary Stamp (purple color) per copy/per document ***Additional requirements in case the claimant is a representative:*** i) originally signed authorization letter ii) Present 1 original and photocopy of valid ID of student/graduate iii) Present 1 original and photocopy of valid ID of representative		Any BIR Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form	1. Check the accuracy of the entries in the application form and indicate the amount to be paid	None	5 Minutes	Registrar's Staff
2. Pay the corresponding fee.	2. Receive payment	PHP 80.00	5 Minutes	Collecting officer
3. Return and submit the form with proof of payment.	3. Receive, issue claim slip and inform the client on the date of release	None	2 Minutes	Registrar's Staff
	TOTAL	PHP 80.00	12 Minutes	

6. Online Enrollment for New Students

The service is given to incoming students who wish to study in the college.

Office or Division:	Registrar's Office / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	New Students (Freshmen and Transferees)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Freshmen:	
1. Must pass the PhilSCAAT	Posted via PhilSCA Official Facebook account
2. Medical Certificate	PhilSCA Medical Clinic
3. Result of interview by the Program Coordinator	Designated Program Coordinator
4. FORM 138-A (Grade 12 SHS Card) – 1 original copy	Previous School
5. Certificate of Good Moral Character	
6. Birth Certificate (PSA) – 1 original copy	Philippine Statistics Authority
7. 2 pcs 2x2 and 2 pcs 1x1 colored picture in white background with name tag	Personal copy
8. Long documentary brown envelope	Personal copy
9. Ishihara Test Result (Negative for Colorblindness) for BSAT, BSAeE, AAMT, AAET, BSAvComm	DOH-Accredited Clinic or Hospital
10. Neuro-psychological test result (BSAT)	
Transferees:	
1. All requirements for freshmen <u>except item no. 4.</u> Items No. 9 and 10 are dependent on the chosen program	
2. Transfer Credentials from college or university last attended (Honorable Dismissal and Certification of Grades/TOR for evaluation)	Previous school

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements before the start of enrollment	1. Check and receive the requirements and will issue a Student Personal Data Form	None	5 Minutes	Registrar's Staff
2. Return the accomplished Student Personal Data Form	2.1. Check entries in the form and if found to be qualified to UNIFAST Free Higher Education, will inform the student to wait for two (2) system notifications confirming their enrollment via their registered email in their Pinnacle Account	None	2 Minutes	Registrar's Staff
	2.2. Validate the enrollment	None	3 Minutes	Data Center
3. **For those disqualified to FHE** - Proceed to the collecting office	3. Accept payment, issue Official Receipt, and validate enrollment	As assessed	10 Minutes	Collecting Officer
4. The student may print the COR or may proceed to the registrar's office for a copy	4. Print the COR	None	3 Minutes	Registrar's Staff
TOTAL		**As assessed**	**13 Minutes (Non-payee), or 23 Minutes (payee)**	

7. Online Enrollment for Old / Continuing / Returning / Shifting Students (2nd Year to 4th Year Students)

The service is given to old students who wish to continue their studies in the college.

Office or Division:	Registrar's Office / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Old (Continuing / Returning / Shifting) Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Continuing / Returning Students:	
1. Clearance for the Last Semester enrolled	Registrar's Office
2. Medical Certificate	Medical Clinic
3. CPE Result for incoming 3rd year BSAMT and BSAET	Program Coordinator / Dean of Institute
4. Evaluation of grades (for shiftees)	Registrar's Office
5. Letter request approved by program coordinators (for shiftees)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements before the start of enrollment.	1. Check and receive the requirements and if it is complete, will advise the student to proceed to online enrollment as scheduled	None	5 Minutes	Registrar's Staff

2. Start the online enrollment by opening the default internet browser and type in the website address (https://philsca.pinnacle.com.ph/aims/student) Follow these procedures: **i)** Click the box and type the username, password and date of birth and click login **ii)** Find the enrollment tab module and click the start of the enrollment process **iii)** Select the preferred section, tick the boxes to register the subject and always double check the section before registering the subjects **iv)** Click register subjects, select mode of payment, then save	**2.** Validate the enrollment of those qualified to UNIFAST Free Higher Education	None	3 Minutes	Data Center
3. For paying student (disqualified to FHE) - Proceed to the collecting office	**3.** Accept payment, issue Official Receipt, and validate enrollment.	As assessed	10 Minutes	Collecting Officer
4. The student may print the COR or may proceed to the registrar's office for a copy	**4.** Print the COR	None	3 Minutes	Registrar's Staff
	TOTAL	**As assessed**	**21 Minutes**	

8. Application for the Issuance of Diploma – 1st Request

Diploma is a legal document certifying the completion of a degree program. The document is issued only once but a second copy may be requested if the client provides an affidavit stating the reason for another copy.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complete credentials (Form 137-A and/or TOR copy for PhilSCA); Student Clearance)	Registrar's Office
2. BIR Documentary Stamp (purple color) – 1 piece per copy	Any BIR Offices
3. OJT Certificate validated by the OJT coordinator (if applicable) – original and photocopied	
4. Present 1 valid ID of graduate ***Additional requirements in case the claimant is a representative:*** **i)** Originally signed authorization letter **ii)** Present 1 original and photocopy of valid ID of student/graduate **iii)** Present 1 original and photocopy of valid ID of representative	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receive the requirements, get the diploma, and attach a documentary stamp.	None	5 Minutes	Registrar's Staff
2. Claim the diploma by signing in the logbook.	2.1 Give the logbook to the client.	None	1 Minute	Registrar's Staff
	2.2 Release the diploma.	None	1 Minute	Registrar's Staff
	TOTAL	**None**	**7 Minutes**	

9. Application for the Issuance of 2nd Copy of Diploma

Diploma is a legal document certifying the completion of a degree program. The document is issued only once but a second copy may be requested if the client provides an affidavit stating the reason for another copy.

Office or Division:	Registrar's Office / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registrar's Form No. 25	Registrar's Office
2. Affidavit stating the reason for another copy	Public Attorney's Office or Private Lawyer
3. BIR Documentary Stamp (purple color) – 1 piece per copy	Any BIR Offices
4. Valid ID of Graduate – 1 copy	Personal copy
5. Proof of Payment: PHP 265.00	
Additional requirements in case the claimant is a representative: i. Authorization letter (signed) – original copy ii. Present 1 original and photocopy of valid ID of student/graduate iii. Present 1 original and photocopy of valid ID of representative	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form and requirements except Item No. 5	1.1. Receive and check the complete requirements	None	3 Minutes	Registrar's Staff
	1.2. Issue claim slip and inform the client to pay the fee on the date of release of the diploma	None	2 Minutes	Registrar's Staff
	TOTAL	**None**	**5 Minutes**	

10. Application for the Issuance of Certified, Authenticated and Verified (CAV) Documents

CAV documents issued to clients who will apply for apostille, and for other purposes.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Graduates / Undergraduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registrar's Form No. 25	Registrar's Office

2. Proof of Payment (per copy):
   a. PHP50.00 for Certification
   b. PHP70.00 for Authentication
	Collecting Office

3. Diploma and TOR – original and photocopy	
4. BIR Documentary Stamp (purple color) – 1 piece per copy / per document	Any BIR offices

Additional requirements in case the claimant is a representative:
  i. originally signed authorization letter
  ii. Present 1 original and photocopy of valid ID of Student / Graduate
  iii. Present 1 original and photocopy of valid ID of representative	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form	1. Check the completeness of the requirements and accuracy of the entries in the application form and indicate the amount to be paid.	None	5 Minutes	Registrar's Staff

2. Pay the corresponding fee.	**2.** Receive payment	PHP 50.00 per copy PHP 70.00 per copy	5 Minutes	Collecting officer
3. Return and submit the form with proof of payment	**3.** Issue claim slip and inform the client on the date of release.	None	2 Minutes	Registrar's Staff
		TOTAL	**PHP 120.00**	**12 Minutes**	

11. Application for Adding, Changing and Dropping of Courses

After enrollment, students may intend to add, change or drop course/s which is/are allowed only during the period specified in the approved Collegiate Calendar of Activities.

Office or Division:	Registrar's Office / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Currently Enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Adding / Changing / Dropping Form	Registrar's Office
2. Proof of Payment	Collecting Office
3. Latest Certification of Registration (COR)	Registrar's Office
4. Latest evaluation of grades	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished form to the respective program coordinator	1. Receive the filled-out form, evaluate and sign the form	None	3 Minutes	Program Coordinator
2. Submit to the registrar's office for approval	2. Verify the student's enrollment records and evaluation and approve the form	None	3 Minutes	Registrar
3. Pay the corresponding fee	3. Receive payment	PHP70.00 per subject for dropping	5 Minutes	Collecting officer
4. Return and submit the form with proof of payment	4. Cut the student's copy and give it to the student	None	1 Minute	Registrar's Staff
	TOTAL	PHP 70.00 per subject	12 Minutes	

12. Application for Removal of Incomplete Grades

Removal of INC grade must be done within the prescribed time of one (1) year by passing an examination or satisfying the requirements for the course.

Office or Division:	Registrar's Office / Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Currently Enrolled Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Form No. 18 (Completion of Grade)		Registrar's Office
2. Proof of Payment		Collecting Office
3. Attachment (Ex. Result of exam, quiz, research, etc.)		Concerned Faculty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the form and sign in the logbook.	1. Give the logbook, release the form and inform the student of the date that the completion will lapse.	None	2 Minutes	Registrar's Staff
2. Give the completion form to the concerned faculty.	2. Attach the requirement and indicate the computed grades in the form.	None	5 Minutes	Concerned faculty
3. Pay the corresponding fee.	3. Receive payment	PHP 45.00	5 Minutes	Collecting officer
4. Return the accomplished form with complete requirements for approval.	4. Receive, check the entries and requirements and sign the form.	None	3 Minutes	Registrar
	TOTAL	PHP 45.00	15 Minutes	

Research and Development Center

Internal Services

1. Process for Research Proposal Submission, Evaluation, & Approval

This service evaluates and approves research proposals submitted by faculty, students, and staff to ensure alignment with institutional research agenda, priorities, and ethical guidelines.

Office or Division:	Research and Development Center
Classification:	Complex
Type of Transaction:	G2G – Government to Government / G2C – Government to Citizen
Who may avail:	Faculty, Students, and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Research Proposal (formatted per institutional guidelines)	Research Coordinators
2. Endorsement Letter	Department Head / Dean of the Institute / Campus Directors

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit research proposal and requirements	1. Receive and record submission	None	10 minutes	Research Staff
2. Await preliminary evaluation	2. Conduct preliminary review	None	2 working days	Research Staff / Director
3. Receive evaluation feedback	3. Provide feedback and required revisions	None	3 working days	Research Office
4. Revise and resubmit if necessary	4. Review revisions and approve final proposal	None	2 working days	Director for Research
	TOTAL	None	7 Days, and 10 Minutes	

2. Process for Research Grants and Funding Assistance

This service provides financial assistance for approved research projects.

Office or Division:	Research and Development Center
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government / G2C – Government to Citizen
Who may avail:	Faculty, Students, Research Teams

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Research Proponent
2. Research Proposal	Research Proponent
3. Budget Plan and Justification	Research Proponent
4. Endorsement Letter	Department Head / Dean of the Institute
5. Budget Request Form	Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit funding request and requirements	1.1. Receive and check completeness of documents	None	10 Minutes	Research Office
	1.2. Conduct review and validation	None	3 Working Days	Research Office
2. Receive feedback	2.1. Refer to Budget Office for Certificate of Availability of Fund	None	1 Working Day	Budget Office
	2.2. Convene Research Council to deliberate proposal	None	10 working Days	Research Office

				Members of the Research Council (College President, Research Director, Institutional Deans, Campus Directors, Chief Admin Officer)
	2.3. Issue Resolution for Signature of the Research Council	None	5 Working Days	
3. Receive notice of approval and funding disbursement	3. Inform proponent of Final Action	None	1 Working Day	Research Office
	TOTAL	**None**	**20 Days, and 10 Minutes**	

3. Process for Request for Research Data / Information

This service provides access to research data for academic or institutional purposes.

Office or Division:	Research and Development Center
Classification:	Complex
Type of Transaction:	G2G – Government to Government / G2C – Government to Citizen
Who may avail:	Faculty, Students, Industry Partners, External Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request addressed to the Research Director	Requesting Party
2. Justification for Data Request	Requesting Party
3. Institutional Endorsement (if applicable)	Department Head / Dean of the Institute

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for research data/information	1.1. Receive and log request	None	5 Minutes	Research Staff
	1.2. Verify request purpose and availability of data	None	2 Working Days	Research Office
	1.3. Approve and process data request	None	1 Working Day	Director for Research
2. Receive approved data request / information or justification for denial	2. Release data or provide feedback on unavailability	None	1 Working Day	Research Office
	TOTAL	None	4 Days, and 5 Minutes	

4. Process for Research Clearance

This service provides access to research data for academic or institutional purposes.

Office or Division:	Research and Development Center
Classification:	Complex
Type of Transaction:	G2G – Government to Government / G2C – Government to Citizen
Who may avail:	Faculty, students, external researchers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completed Research Manuscript		Research Proponent		
2. Institutional Research Approval Form		Department / Institute		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for research clearance	1.1. Receive and verify completeness of documents	None	5 Minutes	Research Staff
	1.2. Conduct compliance review	None	2 Working Days	Research Office
	1.3. Endorse for final approval	None	1 Working Day	Director for Research
2. Receive Research Clearance	2. Issue Research Clearance	None	1 Working Day	Director for Research
	TOTAL	None	4 Days, and 5 Minutes	

5. Process for Research Presentation and Publication Assistance

This service assists researchers in publishing their studies in institutional or external journals.

Office or Division:	Research and Development Center
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government / G2C – Government to Citizen
Who may avail:	Faculty, Students, and Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accepted Research Paper		Research Proponent
2. Institutional Endorsement Request		Department Head / Dean of the Institute
3. Journal / Conference Submission Requirements and Registration		Target Journal or Conference

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for research presentation / journal publication endorsement	**1.1.** Receive and review the request	None	5 Minutes	Research Staff
	1.2. Evaluate the research paper's suitability for publication	None	3 Working Days	Research Office
	1.3. Refer to Budget Office for Certificate of Availability of Fund	None	1 Working Day	Budget Office
	1.4. Convene Research Council to deliberate proposal	None	10 working Days	Research Office

	1.5. Issue Resolution for Signature of the Research Council	None	5 Working Days	Members of the Research Council (College President, Research Director, Institutional Deans, Campus Directors, Chief Admin Officer)
	1.6. Recommend revisions if needed	None	1 Working Day	Research Office
2. Receive confirmation of endorsement for assistance	2. Issue endorsement and process institutional support (if applicable)	None	2 Working Days	Research Office
TOTAL		**None**	**22 Days, and 5 Minutes**	

Supply and Property Office

External Services

1. Supply Office External Process

This procedure defines the actions and responsibilities of the Supply and Property office in providing the institution, especially the students, for the procurement of goods and request of common supplies as external service.

Office or Division:	Supply and Property Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Requisitioner from Villamor, Basa / Palmayo, MBEAB, and FAB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition Inspection Slip and Purchase Request	Supply and Property Office
2. Certificate of Non-Availability	
3. Certificate of Emergency Purchase	
4. Canvass Form	
5. Inspection and Acceptance Report	
6. Official Receipt	End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the Requisition and Issue Slip (RIS) and Purchase Request (PR) for procurement request. (Attached APP and Certificate of Availability of Fund for budgeted program purchase)	**1.1.** Checked if items included in the request for procurement are in complete details with specifications and or clear to avoid confusion and attached documents are present for approval. **1.2.** For program purchases, if approved, record the RIS/PR for numbering and forward to	None	5 Minutes	Head and Staff, Supply and Property Office

	Procurement Office for procurement. **1.3.** For requested supplies, if it is available/in stock, the office will prepare the supplies together with the issuance form signed by the approver and receiver. It will be release to the requester. **1.4.** If the purchase is thru petty cash, the signed the RIS/PR and together with Certificate of Non-Availability, Certificate of Emergency purchase and Canvass form if the amount will be P1,000.00 and above and return the documents to the requester. **1.5.** If not approved, return the RIS/PR to end-user for correction.			
2. Prepare the Inspection and Acceptance Report (IAR) signed by the inspection committee together with the purchase items and official receipts	**2.1.** Signed acceptance in the IAR **2.2.** The office will issue the following: **a.** Inventory Custodian Slip (ICS) for semi-expendable property. it will be signed, recorded	None	5 Minutes	Head and Staff, Supply and Property Office

	and will be issued under the adviser's name. **b.** Issuance form for common supplies signed by the approver and receiver.			
	TOTAL	**None**	**10 Minutes**	

2. Supply Office Procurement Process

This procedure defines the actions and responsibilities of the Supply and Property office in providing the institution for the procurement of goods and services through procurement as external service.

Office or Division:	Supply and Property Section
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Suppliers/Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchasing Order	Procurement Office
2. Delivery receipt/s	Supplier
3. Invoices	
4. Inspection and Acceptance Report	Supply and Property Office
5. Disbursement Voucher	
6. Journal Entry Voucher	Accounting Office
7. Budget Utilization and Request Status	Budget Office
8. Collection/Official Receipts	Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the goods / services as per approved Purchase Order (PO) / Contract / Work Order	**1.1.** Inspect the delivered goods / services base on approved PO / Contract / Work Order. **1.2.** Signs "Received" portion of the original Delivery Receipt (DR) and Invoice. Files the original DR and Invoice and return the copy to the supplier.	None	30 Minutes	Head / Receiving Staff, Supply and Property Office

		1.3. For complete delivery, prepare Inspection and Acceptance Report (IAR) in three copies then forwards the copy with Letter for Inspection, IAR, DR, Invoice and PO to Inspection Committee and COA for inspection schedule within 24 hours after received deliveries. **1.4.** For incomplete delivery, record the delivery as partial delivery together with the DR.			
		For Inspection and Acceptance: **1.5.** Inspects and verifies items as to quantity and conformity with specifications based on the DR and approved PO. If in order, signs and indicates date of inspection in the "Inspection" column of the IAR. Retains copy 3 of IAR and forwards the items and Copy 1-2 of IAR, original of DR and Copy 2 of PO to Property/Supply Officer for acceptance. **1.6.** If specifications are not in order or delivery is not complete, indicates	None	30 Minutes	Inspection Committee / Supply and Property Staff

	notation on the IAR that the deliveries are not in conformity with specifications agreed under the approved PO or a partial inspection if deliveries are not complete.			
	1.7. Signs on the 'Acceptance' column of the IAR, acknowledging receipt of the items delivered. Checks the appropriate box whether complete or partial (indicate quantity received) delivery, and indicate the date of receipt and remarks, if any. Items will be move for safe-keeping / storage.	None	3 Minutes	Head, Supply and Property Office / End-User
	1.8. Forward the IAR to the Accounting Unit in preparation for Journal Entry Voucher (JEV)	None	3 Minutes	Supply and Property Services / Accounting Office
	1.9. Prepare the Disbursement Voucher (DV) indicating the Supplier as Payee. Attached the original IAR, Copy 2 of DR, PO and photocopy of PR. Forwards documents to Budget Unit for the preparation of Budget Utilization and Request Status (BURS). Forward copy of IAR and		5 Minutes	Supply and Property Office / Budget Office

	copy of PO to the Property Card Keeper for recording in the PC. **Note:** For purchases made through the Procurement Service, the DV shall be prepared on the basis of the Approved Agency Procurement Request. The payment shall be made directly to the PS.				
2. Prepare the Collection/Official Receipt, Identification ID and Authorization Letter if representative.	**2.** After the confirmation from Disbursing Office for payment through release of list of payment, inform the supplier that payment is ready to pick up.	None	5 Minutes	Supply and Property Services / Disbursing Office
		TOTAL	**None**	**1 Hour, and 16 Minutes**	

Supply and Property Office

Internal Service

3. Supply Office Internal Process

This procedure defines the actions and responsibilities of the Supply and Property office in providing the institution for the procurement of goods and services through procurement, emergency purchases and other services that the office involve.

Office or Division:	Supply and Property Section
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Requisitioner from Villamor, Basa/Palmayo, MBEAB and FAB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition Inspection Slip and Purchase Request	Supply and Property Office
2. Certificate of Non-Availability	
3. Certificate of Emergency Purchase	
4. Property Acknowledgement receipt	
5. Inventory custodian slip	
6. Transmittal form	
7. Property Transfer Form	
8. Annual Procurement Plan	BAC Office
9. Certificate of Availability of Fund	Budget Office
10. Report of Lost, Stolen, Destroyed Property form	Supply and Property Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **Procurement:** Prepare the Requisition and Issuance Slip (RIS) and Purchase Request (PR) for procurement request with attached Annual Procurement Plan (APP) and Certificate of Availability of Fund	1.1. Checked if items included in the request for procurement are in complete details with specifications and or clear to avoid confusion and attached documents are present for approval.	None	5 Minutes	Head, Supply and Property Office

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		1.2. If approved, record the RIS/PR for numbering and forward to Procurement Office. 1.3. If not approved, return the RIS/PR to end-user for correction.			
2. Prepare the RIS and PR for procurement request for emergency purchases.		2.1. Checked if items included in the request for procurement are in complete details with specifications and or clear to avoid confusion for approval.	None	5 Minutes	Head, Supply and Property Office
		2.2. If approved, record the RIS/PR for numbering and issuance of Certificate of Non-Availability & Certificate of Emergency Purchase.	None	5 Minutes	Supply and Property Staff
		2.3. If not approved, return the RIS/PR to end-user for correction. **Note:** If there is a waste materials due to change of parts and other materials which considered scrap, then this will be recorded under the Waste Material Report (WMS)			Head, Supply and Property Office

3. Issuance: Prepare the RIS for common office supplies, equipment and PPE request.	**3.1.** Review the RIS if fully accomplished with signature in "Requested by" for approval. **3.2.** Process the RIS. Determine the availability of the requisitioned of common office supplies, equipment and PPE request. **3.3.** If available, forward the RIS to the head for approval and signature.	None	15 Minutes	Head and Staff of Supply and Property Office
4. Signs in the 'Received by' and 'Issued by' portions of the ICS/PAR and RIS, respectively.	**4.1.** Based on the approved RIS, Indicates the number in the RIS. **4.2.** Prepares ICS / PAR. Indicates the quantity, unit, description and property number of the items being issued. Records the date, number and particulars in the ICS / PAR logbook and in SC / PC / SPC. **Note 1:** ICS / PAR shall be distributed as follows: Original - Supply and Property Unit file Copy 2 - Recipient or user of the property file **Note 2:** The PAR shall be renewed every three years or every time there is a change in	None	5 Minutes	Staff of Supply and Property Office

	custodianship/user of the property			
5. Return / Transfer: Secure the transmittal form indicating the name of items and purpose.	**5.1.** Upon receipt of transmittal form, checked the purpose and items to determine the course of action. **5.2.** For Return, both serviceable and unserviceable, the following documents will be prepared depends on the situation. **a.** PAR/ICS **b.** Receipt of Returned of Semi-expendable / Property **c.** Cancellation of PAR **d.** Waste Material Report (WMS) **e.** Inventory and Inspection Report for Unserviceable Property (IIRUP) **5.3.** For Transfer, the Property Transfer Report (PTR) should be fully accomplished after checking and confirming the existing of the equipment. Signed by both parties from one to another and issued by Supply officer to ensure the smooth transfer and PAR updated record.	None	5 Minutes and 1 Day	Head and Staff of Supply and Property Office

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BALANCE POINT

Global School Alliance MEMBER

6. Lost / Damaged / Destroyed Property due to unforeseen events: Secured a notarized Report of Lost, Stolen, Destroyed Property form with attached supporting documents like Police report or Barangay Blotter and others documents that can support the claim.	**6.1.** After receiving the documents, the office must immediately notify the Commission on Audit (COA) or the auditor concerned about the loss, theft, damage, or destruction of government property within 30 days and for the relieve of accountability. **6.2.** Send copies to the Accounting Office, COA and Supply Office.	None	15 Minutes	Head and Staff of Supply and Property Office
	TOTAL	**None**	**1 Day, and 55 Minutes**	

Feedback and Complaints Mechanism

How to Send Feedback	Fill up the PhilSCA Client Satisfaction Measurement and drop it at the designated drop box in the Lobby Guard Area and respective offices Contact Info: hrmo.vab@philsca.edu.ph
Feedback Processing	Every 1st Monday of the Month, the feedback and complaints in charge open the drop box and compile and record all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3 Days) of the receipt of the feedback. The answer of the office concern is then relayed to the citizens. For inquiries and follow-ups, clients may contact **Ms. Allen Joyce Flaviano** thru Email Address hrmo.vab@philsca.edu.ph
Complaint Filing	Fill up the PhilSCA Client Satisfaction Measurement Form and Check the part that corresponds to the Complaint, State Facts/Details surrounding the incident, and drop the form in the designated drop box in the Lobby Guard Area. Complaints can also be filed via email through the email address hrmo.vab@philsca.edu.ph. Make sure to provide the following information: 1. Name of personnel being complained 2. Incident 3. Evidence For inquiries and follow-ups, clients may contact **Ms. Allen Joyce Flaviano** thru Email Address hrmo.vab@philsca.edu.ph
Complaints Processing	The Complaints officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the complaints officer shall start the investigation and forward the complaint to the relevant office for an explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency

	and the VP for Admin and Finance for appropriate action.
	The Complaint Officer will give feedback to the client.
	For inquiries and follow-ups, clients may contact **Ms. Allen Joyce Flaviano** thru Email Address hrmo.vab@philsca.edu.ph
Contact Information of ARTA; Presidential Complaints Center of the Office of the President; Contact Center ng Bayan of the Civil Service Commission	ARTA: 84785093 PCC: 8888 CCB: 0908-881-6565 (SMS)

List of Offices

Office	Email Address	Contact Information
Accounting Office	aphilsca@gmail.com	Mr. Lucio SJ. Mata, Jr., CPA, MBA
Admission Office	philscaadmission.villamor@gmail.com	Mr. Erickson A. Antonio
Auxiliary Services		Ms. Ruby T. Potian, MPA
Budget Office	philsca.budget@gmail.com	Ms. Ivey Anne E. Muncada
Cash Services – Collecting Office	officecollecting@gmail.com	Ms. Wilma N. Mejia, MPA
College and Board Secretary's Office	ocbs.philsca@gmail.com	Dr. Maria Sisa T. Dela Cruz
College Library	philscalibrary69@gmail.com	Dr. Estrella E. Yago
Community Extension Services	rodericksantiago60@gmail.com	Dr. Roderick C. Santiago
Cultural Affairs Unit and	philscaculturalaffairsunit@gmail.com	Mr. Nur Khan D. Umpa, MAEd.
General Services Department	gsdphilscavab@gmail.com	Dr. Ma. Teresa S. Rosales
Guidance Services Unit	guidance.vab@philsca.edu.ph	Assoc. Prof. Garlie G. Gonzales
Human Resource Management Services Division	hr.philsca@gmail.com hrmo.vab@philsca.edu.ph	Dr. Ma. Teresa S. Rosales
Management of Information System Office	mis.vab@philsca.edu.ph	Asst. Prof. Aron J. Alojado
Medical Unit	philscamedicaloffice@gmail.com	Maria Filipina R. Agorilla, MD., MHA
National Service Training Program (NSTP)	rickyatwork18@yahoo.com	Mr. Ricardo G. Santiago
Office of Student Affairs	osa.vab@philsca.edu.ph	Asst. Prof. Kenneth Camyr M. Mindajao, MPA

PE and Sports Development Unit	philscaculturalaffairsunit@gmail.com	Mr. Nur Khan D. Umpa, MAEd.
Procurement Office	philscaprocurement@gmail.com	Mr. Robin M. Pablo
Records Office	philscarecordsoffice2021@gmail.com	Ms. Cristina B. Tiansay
Research and Development Center	philscaresearchoffice@gmail.com	Dr. Noel R. Navigar
Registrar's Office	registrar.vab@philsca.edu.ph	Ms. Cristina B. Tiansay
Supply and Property Office	supplyandproperty.philsca@gmail.com	Mr. Ronnel M. Suansing