CITY GOVERNMENT OF MEYCAUAYAN

# CITIZEN'S CHARTER

## 2026 (2ND EDITION)




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# POLYTECHNIC COLLEGE OF THE CITY OF MEYCAUAYAN

## External Services

# 1. Academic Division

## 1.1 UniFAST / Quality Assurance Section – UniFAST Tertiary Education Subsidy (TES) Scholarship Grants and Services

Shall administer the conduct of orientation to students, parents and College personnel regarding the TES, evaluate interested student applicants of TES and submit application form in the online portal, coordinates the distribution of TES funds to grantees and prepares documentation and liquidation reports for the submission thereof to CHED RO III UniFAST Unit, evaluate TES student grantees in the in coordination with the Guidance and Registrar's Office regarding student status in terms of attendance and academic performance *(See: PCCM Admission and Retention Policy Guidelines).*

### 1.1.1 Tertiary Education Subsidy Application

Tertiary Education Subsidy (TES) is a grants-in-aid program to support the cost of tertiary education of any part or portion thereof. The TES application form of all interested PCCM applicants is submitted after enrolment to the TES portal for assessment. Submitted documentary requirements of approved qualified TES grantees will then be subjected for final verification and validation.

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| **Office or Division:** | PCCM UniFAST Section |
| **Classification:** | Highly Technical (Multi-stage processing) |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | Polytechnic College of the City of Meycauayan students who are enrolled in CHED recognized programs, who passed the admission and retention policy of the college and under the free tuition and other school fees |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **Student**<br>• Interested TES Applicants Form<br>• Personal Information Sheet<br>• Persons with Disability (PWD) Identification Card (5 photocopies) – for TES grantees with disability only | • UniFAST Office thru Class Adviser (Google form)<br>• Thru Online Enrollment Form/Computer Laboratory (c/o MIS)<br>• Student |
| **Polytechnic College of the City of Meycauayan (PCCM) Office of the UniFAST Committee**<br>*New TES Applicants*<br>• Annex 1 – List of TES Applicants (New TES Applicants) – Excel file.<br>• Annex 5 – TES New Form (with attached Notarized Registrar's Certification) | • PCCM Main / UniFAST Office (2nd Floor – Admin. Wing)<br>• PCCM Main / UniFAST Office (2nd Floor – Admin. Wing)<br>• Administration Office (2nd Floor – Admin. Wing) |

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| • Copy of Contents Noted Latest Approved Tuition and Other School Fees (3 photocopies)<br>• Copy of Transmittal for Submitted Enrolment List (3 photocopies)<br>• Certificate of Registration (COR) and Statement of Account (SOA) / Registration Form duly signed by the Registrar and Finance Officer (PDF copy) | | • Registrar's Office (2nd Floor – Admin. Wing)<br>• PCCM Main / UniFAST Office (2nd Floor – Admin. Wing) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Decide whether interested or not in applying for the Tertiary Education Subsidy (TES) by accomplishing the interested TES applicants Google form | Inform client about the qualifications, benefits, and requirements of the TES | None | 5 minutes | UniFAST TES Focal Person, UniFAST Office<br><br>PCCM |
| 2. Accomplish the personal information sheet during enrolment | • Assist in accomplishing the personal information sheet (Face-to-Face) | None | 10 minutes | Office Staff<br><br>PCCM |
| | • Transfer the data in the personal information sheet of all students enrolled to the List of TES Applicants form | None | 2 minutes | Office Staff<br><br>PCCM |
| | • Remove names of students who are not interested to apply in the TES. Type the total assessed fees in the List of TES Applicants form for all interested TES applicants | None | 2 hours | UniFAST TES Focal Person<br><br>PCCM |
| | • Submit TES application form in the TES portal | None | 2 hours | UniFAST TES Focal Person<br><br>PCCM |

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| | • Wait for the TES portal to show qualified TES grantees subject to verification and validation of documentary requirements | None | 10 days | UniFAST TES Focal Person<br><br>PCCM |
| | • Copy and print the list of qualified TES grantees | None | 1 hour | UniFAST TES Focal Person<br><br>PCCM |
| | • Inform qualified TES grantees through their class advisers | None | 1 hour | UniFAST TES Focal Person<br>PCCM |
| 3. None | • Prepare documentary requirements (COR and SOA) – Annex 5 TES New Form (with Notarized Registrar's Certification) and submit to CHED RO III UniFAST Unit | None | 4 working days | UniFAST/ TES Focal Person<br><br>Registrar Staff<br><br>Finance Officer<br><br>PCCM |
| | • Wait for verification and validation of documentary requirements | None | 5 working days | UniFAST TES Focal Person<br>PCCM |
| End of Transaction = 15 minutes / recipient (TES Application) | | | | |
| Note: 19 working days, 6 hours, and 2 minutes (approx.) processing of documents (UniFAST) | | | | |

**1.2 Tulong - Dunong Program (TDP)**

The Commission on Higher Education (CHED) offers the **Grants-in-Aid Program** (Tulong Dunong Scholarship) to support college students with financial aid needed to pursue their academic aspirations. Whereas Filipino citizens are eligible to apply for this **CHED-Tulong Dunong Scholarship Program**. The program offers the needed financial help for college enrolment for the students.

The **CHED-Tulong Dunong Scholarship** is intended for the College Applicants whose GWA is at least a passing grade and for graduating high school students whose GWA is at least a passing grade in the third year and in the three grading periods of the fourth year and who will enroll in identified priority courses in duly authorized public or private HEIs.

### 1.2.1 Tulong-Dunong Program Application

The Tulong-Dunong Program under Tertiary Education Subsidy (TDP-TES) is financial assistance for the deserving ongoing TDP grantees and new students. Application of new TDP-TES is every first semester of the academic year together with the TES application.

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| **Office or Division:** | Scholarship Office |
| **Classification:** | Highly Technical (Multi-stage processing) |
| **Type of Transaction:** | G2G – Government to Client / Government to Government |
| **Who may avail:** | Polytechnic College of the City of Meycauayan students who are enrolled in CHED recognized programs and who passed the admission and retention policy of the college |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **Student (Interested Applicants)**<br>• TDP-TES Application Form (Annex 1)<br>• Certificate of Indigency | • Office of Student Affairs – Scholarship Coordinator (2nd Floor – TEP wing)<br>• Student |
| | |
| **Polytechnic College of the City of Meycauayan (PCCM) Office of the UniFAST Committee**<br>• Certified True Copy of TDP-TES Annex 2 (new applicants)<br>• Certified True Copy of TDP-TES Annex 5 (ongoing grantees)<br>• Certificate of Registration/Enrollment | • Office of Student Affairs – Scholarship Coordinator (2nd Floor – TEP wing)<br>• Office of the Registrar (2nd Floor – Admin wing) |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Interested applicants may inquire to the Scholarship Office about the Tulong-Dunong Program under Tertiary Education Subsidy (TDP-TES). | • Inform client about the qualifications, benefits, and requirements of the TDP-TES. | None | 3 minutes | Scholarship Coordinator, Guidance and Testing Office PCCM |
| 2. Accomplish and submit the Tulong-Dunong Program under Tertiary Education Subsidy Application Form | • Assist in accomplishing the TDP-TES Application Form (Annex 1) | None | 10 minutes | Scholarship Coordinator, Guidance and Testing Office PCCM |

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| (TDP-TES Application Form) together with the Certificate of Indigency. | | | | |
| 3. Wait for the CHED RO III list of qualified applicants and Notice of Award (NOA) | • Wait for the CHED RO III endorsement of certified list of applicants (Annex 2)<br><br>• Return the Annex 2 to the CHED RO III together with documentary requirements.<br><br>• Wait for the CHED RO III notification for the list of qualified applicants and Individual Notice of Award (NOA) of the qualified applicants. | None<br><br>None<br><br>None | 10 working days<br><br>3 working days<br><br>10 working days | Scholarship Coordinator, Guidance and Testing Office PCCM |
| 4. Accept and signed the Notice of Award (NOA) and returned it to the scholarship office. | • Assist in accepting and submitting of the signed NOA<br><br>• Submit the Certified Summary List of Signed NOAs (Annex 4) to CHED RO III | None<br><br>None | 10 minutes<br><br>3 working days | Scholarship Coordinator, Guidance and Testing Office PCCM |
| End of Transaction = 10 minutes/applicant (TDP-TES Application) | | | | |

### 1.3 Field Study and Teaching Internship (Teacher Education Program)

The Field Study and Teaching Internship are programs intended for fourth-year students that aim to develop the students' teaching competencies and professional attitude within the cooperating schools' community. The Teacher Education Program's (TEP) response is to deliver its course most flexibly, even during the pandemic. Thus, the following new policies and deployment guidelines will be followed, as the *Joint CHED-DEPED*

*Memorandum Order Series of 2021 "Policies and Guidelines on the Deployment of Pre-service Teachers for Field Study and Teaching Internship"* served as the major reference.

A practice teaching training program for students taking an education course is a requirement providing an opportunity to apply the theories, principles, and ideas learned in the academe under the supervision of the Practice Teaching Supervisor.

The Practice Teaching Supervisor shall be responsible for all aspects of the pre-service teachers' internship, including implementation and monitoring. He is expected to orient and clarify to the trainees the objectives of the *on-the-job training* program. He should regularly monitor the trainees to check their performance further and discuss further with the on-site Cooperating Teacher to improve the practice teaching training program. Practice Teaching Supervisor shall also be available for consultation with trainees and provide coaching and counseling assistance. Lastly, he is responsible for evaluating trainees and shall give the final grade considering the Cooperating Teacher's evaluation.

Practice teaching training program discloses the students to work realities that will hone their skills and prepare them once they graduate. In addition, achieving the Practice Teaching program objectives ensures the possibility of good performer graduates. Hence, vital as it is, it should be dynamic and skill-centered for the Pre-Service Teachers to effectively grasp practical learning in the workplace.

### 1.3.1 Memorandum of Agreement (MOA)

A Memorandum of Agreement and Guidelines should outline all concerned parties' roles and responsibilities, training plan, learning objectives, and evaluation method between our college (PCCM) and the partner schools. The MOA shall be signed by the representatives of the two parties involved, OIC, and the Dean, for the first party, while the School Division Superintendent for the second party, with witnesses from both parties. To make the agreement legal, it shall be notarized.

### 1.3.2 Preparation Before Deployment

1. Field Study students and Pre-service Teachers must submit a result of Medical Certificate and Psychological Test certifying that they are physically and emotionally fit to undergo the internship.
2. Conduct orientation activities on the policies and guidelines of deployment.
3. Prepare for webinars about the teaching practices in the new normal.

Note: The Office of the Guidance and Testing Services conducts free Psychological Tests for all incoming 4$^{th}$-year students, per schedule

### 1.3.3. Teaching Internship Checklist

Students shall submit a checklist (per team) form duly signed by the authorized signatories, Practice Teaching Supervisor, TEP Head, OSA Directress, Dean, and OIC of PCCM. Student/s with incomplete approval from one or more signatories shall be removed from the assignment sheet and will no longer undergo the training.

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| **Office or Division:** | Practice Teaching Training Program (Teacher Education Program) |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | Pre-Service Teachers/Cooperating Schools |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| • Registration form enrolled for the Practice Teaching (Second Semester). | • Registrar's Office |
| • Certificate of Candidate for Graduation/ Registrar's recommendation based on subject evaluation. | • Registrar's Office |
| • Registration form (For the students who will cross enroll in other colleges for their lack subjects). | • College where s/he will enroll |
| • Medical Requirements: Chest X-ray and Physical Examination, Pregnancy Test for the female students. | • Any clinics, hospitals, Accredited Health Centers of the DOH |
| • Assignment sheet. | • Practice Teaching Supervisor (Faculty Room) |
| • Practice Teaching checklist form | • Practice Teaching Supervisor (Faculty room) |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Accomplish the checklist form, which will be signed by: | | None | | Practice Teaching Supervisor<br>PCCM |
| 1.1 Registrar | • Check the academic requirements | | 5 minutes | Acting College Registrar<br>PCCM |
| 1.2 Guidance Counselor | • Evaluate the results of the psychological test | | 5 minutes | Guidance Counsellor<br>PCCM |
| 1.3 College Nurse | • Check the medical requirements | | 10 minutes | R.N., School Nurse<br>PCCM |
| 1.4 OSA Directress | • Check the registration form | | 5 minutes | OSA Directress<br>PCCM |

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| 1.5 Practice Teaching Supervisor | and the insurance and parents' consent/waiver<br><br>• Check the assignment sheet form, the practice teaching uniform and bar pin to be worn during the training, paraphernalia to be used, confirm that the students are qualified to undergo the practice teaching | | 10 minutes | Practice Teaching Supervisor<br>PCCM |
| 2. Proceed to the following offices for the signature and final checking of the document | Check the completion of the checklist form | None | 4 minutes | TEP Head<br><br>Dean / Acting College Administrator<br>PCCM |

### 1.4. Practicum Training Program (Hospitality Management Program)

Practicum Training Program for students who are taking Bachelor of Science in Hospitality Management course is a requirement providing an opportunity to apply the theories, principles, knowledge, skills, and attitude learned in the academe under the supervision of the OJT / Industrial Coordinator. It is designed to provide students with practical work experience which emphasizes the importance of learning by doing thus promotes the Outcomes Based Education. The OJT / Industrial Coordinator shall be responsible for all aspects of the hospitality service internship which include implementation and monitoring. He/She is expected to orient and clarify to the trainees the objectives of the *on-the-job training* program. He/She should do regular monitoring of the trainees to check their performance and discuss with the Industry Program Coordinator to further improve the OJT program. The Program requires 600 hours of OJT Training (300 hours for F&B and 300 hours for House Keeping) for more enhanced learning experiences and relevant industry exposures to meet global demands.

Practicum Training Program discloses the students to work realities, which will ideally hone their skills and prepare them once they get out of the university or college. Achievement of the Practicum Training Program objectives ensures the possibility of (technically proficient) good performer graduates. Hence, on-the-job training programs, vital as it is, should be dynamic and skill focus for the hospitality service work to effectively grasp the practical learning in the workplace.

The Hospitality Management Program shall implement the New Normal Practicum Training Deployment Implementing Rules and shall conform to the Memorandum Order issued by the Commission on Higher Education (CHED).

**Memorandum of Agreement (MOA)**

There should be a Memorandum of Agreement and Guidelines specifically outlining the roles and responsibilities of all concerned parties, training plan, learning objectives and method of evaluation between the college (PCCM) and the Hotel and Restaurant industries. The MOA shall be signed by the representatives of the 2 parties involved: Acting College Administrator and the College Dean for the first party, while the Human Resource officer of the Hotel and Restaurant industry for the second party, with witnesses from both parties. To make the agreement legal, it shall be notarized.

### 1.4.1 Practicum Training Program Checklist

Students shall submit Practicum Training Program checklist (per student) form duly signed by the authorized signatories, OJT Coordinator, HMP Head, OSA Directress, Dean, and OIC of PCCM. Student/s with incomplete approval from one or more of the signatories shall be removed from the assignment sheet and will no longer undergo the training.

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| **Office or Division:** | Practicum Training Program (Hospitality Management Program) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | HMP students/Partner Hotel Industries | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Registration form, enrolled for the (Practicum) Practicum students (second semester).<br>• Certificate of Candidate for Graduation/ Registrar's recommendation based on subject evaluation.<br>• Registration form (For the students who will cross enroll in other colleges for their lacking subjects).<br>• Four (4) TESDA NC II Certification<br>• Medical Requirements: Fit to work/Fit for Practicum Certificate (Chest X-ray, Drug test, Hepatitis-B test, and Pregnancy Test for the female students)<br>• Assignment sheet.<br>• Practicum Training Program checklist form.<br>• Portfolio | | • Registrar's Office<br>• Registrar's Office<br>• College where s/he will enroll<br>• Any clinics, hospitals, Accredited Health Centers of the DOH<br>• Industry Coordinator (PCCM Main faculty room) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |

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| 1. Accomplish the Practicum Training Program checklist form which will be signed by: | | None | | HMP Industry Coordinator<br>PCCM |
| 1.1 Registrar | • Check the academic requirements | | 5 minutes | Acting College Registrar<br>PCCM |
| 1.2 Guidance Counsellor | • Evaluate the results of the psychological test | | 5 minutes | Guidance Counsellor<br>PCCM |
| 1.3 College Nurse | • Check the medical requirements | | 10 minutes | School Nurse<br>PCCM |
| 1.4 OSA Director | • Check the registration form and the insurance, and parents' consent/waiver | | 5 minutes | OSA Directress<br>PCCM |
| 1.5 Industry Coordinator | • Check the Endorsement letter form and the practicum uniform to be worn during the training, paraphernalia to be used and give confirmation that the students are qualified to undergo the practicum training in hospitality service | | 10 minutes | HMP Industry Coordinator<br>PCCM |
| 2. Proceed to the following offices for the signature and final checking of document | Check the completion of the checklist form | None | 5 minutes | HMP Head<br>College Dean / Acting College Administrator<br>PCCM |
| End of Transaction = 40 minutes | | | | |

## 1.5 Administrative and Legal Office Internship Program (Office Administration Program)

The Bachelor of Science in Office Administration provides simulation and cooperative education internships both in the administrative office and legal offices to ensure teaching effectiveness and the attainment of the goals and objectives of the Office Administration Program.

The on-the-job training will thoroughly familiarize students with current techniques in office practice and procedures, development in office systems and technology, management skills, and good human relations and communications to prepare them to be key players in day-to-day office operations.
The outcomes-based teaching and learning and modern means of curriculum delivery will expose the students to the real world of administrative professionals' tasks.
The course requires the students to complete a **total of 600 hours**, **300 hours** for the **Office Administration Internship** and **300 hours** for the **Legal Office Internship**.

**Office Administration Internship** - provides students with the opportunities to gain supervised office experience working for private, local, national, or international agencies. Students are required to comply with specifications set forth in the individualized cooperative education program training agreement. Supervision is monitored and recorded by the specific agency and documented and reported to the Office Administration Industrial Coordinator.

**Legal Office Internship** - This program provides the students the opportunities to gain supervised experience in a legal/law office where they will apply into practice the duties and ethics in legal Procedures.

**Memorandum of Agreement (MOA)**
There should be a Memorandum of Agreement and Guidelines specifically outlining the roles and responsibilities of all concerned parties, training plan, learning objectives and method of evaluation between the college (PCCM) and the Industry Partners. The MOA shall be signed by the representatives of the 2 parties involved: Acting College Administrator / College Dean for the first party, while the Human Resource officer of the Industry Partner as the second party, with witnesses from both parties. To make the agreement legal, it shall be notarized.

### 1.5.1 Internship Training Checklist

Students shall submit the Internship Training Program checklist (per student) form duly signed by the authorized signatories, Industry Coordinator, OAP Head, OSA Director, College Dean, and Acting College Administrator. Student/s with incomplete approval from one or more of the signatories shall be removed from the assignment sheet and will no longer undergo the training.

No student shall be allowed to enroll or to perform the internship program if student has outstanding academic deficiencies and non-compliance to subject requisites. Deficiencies on the Internship Checklist would deter student from deployment.

The college has the right to revoke Internship students to continually perform the prescribed hours once a student commits violation whether stipulated from the MOA between the partner industry and the school, stipulated in the student handbook, or unwarranted incidents and eventualities that may occur during the Internship period (I.e., student violation, pregnancy, health including physical and psychological concerns).

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| **Office or Division:** | Internship Training Program (Office Administration Program) |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | OAP Interns/Industry Partners (Administrative Office / Legal Office) |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
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| • Registration form, enrolled for the (On-the-Job training) Intern students (second semester). | • Registrar's Office (PCCM Main/Annex) |
| • Certificate of Candidate for Graduation/ Registrar's recommendation based on subject evaluation. | • Registrar's Office (PCCM Main/Annex) |
| • Medical Requirements: Fit to work/ Practicum/Internship Certificate (Chest X-ray, Drug test, Hepa-B test. Pregnancy Test for the female students) | • Any clinics, hospitals, Accredited Health Centers of the DOH |
| • Assignment sheet. | • Industry Coordinator (PCCM Annex Faculty room) |
| • Practicum/Internship checklist form. | |
| • Other Requirements | |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| 2. Accomplish the Internship checklist form which will be signed by: | | None | | OAP Industry Coordinator |
| 1.6 Registrar | • Check the academic requirements | | 5 minutes | Acting College Registrar PCCM |
| 1.7 Guidance Counsellor | • Evaluate the results of the psychological test | | 5 minutes | Guidance Counsellor PCCM<br><br>School Nurse PCCM |

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| 1.8 College Nurse<br><br>1.9 OSA Directress<br><br>1.10 Industry Coordinator | • Check the medical requirements<br><br>• Check the registration form and the insurance, and parents' consent/waiver<br><br>• Check the Endorsement letter form and the Internship / Practicum uniform to be worn during the training, paraphernalia to be used and give confirmation that the students are qualified to undergo the On-the-Job Training in hospitality service | | 10 minutes<br><br>5 minutes<br><br>10 minutes | OSA Directress<br>PCCM<br><br>OAP Industry Coordinator<br><br>PCCM |
| 2. Proceed to the following offices for the signature and final checking of document | Check the completion of the checklist form | None | 5 minutes | OAP Head<br>College Dean / Acting College Administrator<br>PCCM |
| End of Transaction = 40 minutes | | | | |

## 2. Student Services and Academic Support Division

### 2.1 Guidance Counselling and Testing Section

This refers to set of services using an integrated approach to the development of well-functioning individuals primarily by helping them to utilize potentials to the fullest, The Office works toward the total development of the learner and as a human person in the different field such as, scholastic, psychological, social, moral, and spiritual aspects. The Guidance Services aim to assist student become mature, integrative, self-directed, and self-sufficient individuals capable of maintaining a healthy social relationship and performing realistically as a responsible person within his community and the larger society. Mental and Socio-Emotional Health Concerns are addressed by the College Guidance Counsellor.

### 2.1.1 Admission Services

Refers to the services that take care of the processing of students' entrance and requirements, and management of scholarship assistance to deserving students.

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| **Office or Division:** | Guidance and Testing Center |
| **Classification:** | Complex |
| **Type of Transaction:** | G2C – Government to Client |
| **Who may avail:** | All College Applicants (K-12) Graduates) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **Qualifications for Admission:**<br>• At least a High School graduate with a general grade average or rating of not less than **85%** from the previous school attended.<br>• Be of Good Moral Character.<br>• Be of good health certified by a competent physician.<br>• Have passed the **Online Screening Process** to be administered by the College Screening Committee.<br>**What are the Requirements:**<br>• Report Card with GWA (Form 138) Xerox Copy<br>• Good Moral Certificate (Xerox Copy)<br>• PSA Birth Certificate (Xerox Copy)<br>• Medical Certificate (Xerox Copy) Secure after passing the screening<br>• Two (2) I.D. Pictures (2"x2")<br>• Filed-out Application Form<br>• 1 long Brown Envelope | Official PCCM Facebook Page (Guidance Admission Procedures and Guidelines on Online-Admission Services.<br><br>In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college. |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| For Online Transaction<br>• Fill-up the PCCM E-Application Form from the Official Guidance Office Online-Admission Services Procedures and Guidelines accessible through PCCM website. | For Online Transaction<br>• Provide accessible e-application form and list of requirements to be scanned for submission.<br>• Explain the online admission and screening procedure. | None | 10 minutes | **Main**<br>Assigned Staff<br><br>**Annex**<br>Assigned Staff<br><br>PCCM |

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| <u>For Scheduled Face-to-Face Transaction</u><br>• Secure the PCCM Application Form from the Guidance Office or downloadable from PCCM website. | • Provide Online notification per applicant for other procedures required.<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Provide application form and list of requirements.<br>• Explain the admission and screening procedure.<br>• Provide Admission Slip for schedule and payment of entrance examination. | | | |
| <u>For Online Transaction</u><br>• Submit and send completed E-Application Form with scanned requirements.<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Submit completed Application Form with requirements and receipt of payment on the scheduled day of | <u>For Online Transaction</u><br>• Receive and record e-application form.<br>• Advise the applicant to follow the schedule of online interview allotted.<br>• Conduct assessment/evaluation of the submitted e-application form and scanned documents<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Receive and record application form. | 100 | 10 minutes | **Main**<br>Assigned Staff<br><br>PCCM<br><br>**Annex**<br>Assigned Staff<br><br>PCCM |

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| the entrance examination | • Advise the applicant to go to the testing area.<br>• Conduct assessment/ evaluation of the submitted application form and documents | | | |
| <u>For Online Transaction</u><br>• Take the Online Entrance Examination<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Take the Entrance Examination | <u>For Online Transaction</u><br>• Administer PCCM Online Entrance Examination.<br>• Provide schedule of online interview by the college dean.<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Administer PCCM Entrance Examination.<br>• Provide schedule of interview by the college dean. | None | 1 hour and 30 minutes | **Main**<br>Assigned Staff<br><br>PCCM<br><br>**Annex**<br>Assigned Staff<br><br>PCCM |
| <u>For Online Transaction</u><br>• Take the Online Entrance Examination<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Take the Entrance Examination<br>• Submit to an Interview | <u>For Online Transaction</u><br>• Conduct scheduled online interview to applicant<br>• Provide schedule of result of screening through online announcements.<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Conduct interview to applicant<br>• Provide schedule of result of screening | None | 15 minutes | **Main Main**<br>Assigned Staff<br>PCCM<br><br>**Annex**<br>Assigned Staff<br><br>PCCM |

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| <u>For Online / Scheduled F2F Transaction</u><br>• Get result and secure Enrolment Permit | <u>For Online / Scheduled F2F Transaction</u><br>• Provide e- / non-e enrolment permit to qualified applicants and list of requirements to be scanned for submission in the enrolment.<br>• Explain the online enrolment procedure.<br>• Provide the schedule of enrolment through online announcement | None | 5 minutes | **Main**<br>Assigned Staff<br>PCCM<br><br>**Annex**<br>Assigned Staff<br><br>PCCM |
| End of Transaction = 2 hours and 15 minutes | | | | |

### 2.1.2 Issuance of Certificate of Good Moral Character and other Related Certificates

Administer the issuance of the certificates for whatever legal, personnel and other related purposes pertaining thereof (I.e., Good Moral Character among others).

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| **Office or Division:** | Guidance and Testing Center | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2C – Government to Client | | | |
| **Who may avail:** | All Students and Alumni | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • School ID<br>• School Clearance Form<br>• Transcript of Records or Diploma for Alumni | | Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online-Issuance of Certificates)<br><br>In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college. | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| <u>For Online / Scheduled F2F Transaction</u> | <u>For Online / Scheduled F2F Transaction</u> | None | 5 minutes | **Main**<br>Assigned Staff<br>PCCM |

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|---|---|---|---|---|
| • Submit and send Scanned Requirements to the Official Guidance Office Procedures and Guidelines on Issuance of Online-Certificates accessible through PCCM website.<br>• Present Requirements<br>• Writes request in the Logbook | • Verify the authenticity of the scanned requirement submitted.<br>• Provide request for certification form for e- / non-e payment. | | | **Annex**<br>Designated Staff<br>PCCM |
| <u>For Online Transaction</u><br>• Present E-Receipt of Payment<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Present Receipt of Payment | <u>For Online Transaction</u><br>• Prepare the certificate.<br>• Double check the certificate with the client<br>• Sign electronically the e-certificate<br>• Send the e-certificate<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Prepare the certificate.<br>• Double check the certificate with the client<br>• Print the certificate<br>• Sign the certificate | 100 | 5 minutes | **Main**<br>Assigned Staff<br>PCCM<br><br>**Annex**<br>Assigned Staff<br><br>PCCM |
| <u>For Online / Scheduled F2fTransaction</u><br>• Reply through messenger or email for received certificate<br>• Sign in the Logbook for received certificate | <u>For Online Transaction</u><br>• Issue and release E / Non-e Certification<br>• Advise client to go to the Registrar's Office Official website. | None | 2 minutes | **Main**<br>Assigned Staff<br>PCCM<br><br>**Annex**<br>Assigned Staff<br>PCCM |

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| <u>For Online Transaction</u><br>• Received the e-certificate and proceed to the Registrar's Office official website for online seal stamping.<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Received the certificate and proceed to the Registrar's Office for seal stamping. | | None | | **Main**<br>Assigned Staff<br><br>PCCM<br><br><br><br><br>**Annex**<br>Assigned Staff<br>PCCM |
| End of Transaction = 12 minutes | | | | |

### 2.1.3 Psychological Testing and Evaluation Services

Administer Psychological Test for Practicum/ Intern students as requirement for Student Deployment Checklist and Industry MOA; and for City Government and DepEd applicants.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Guidance and Testing Center | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2C – Government to Client | | | |
| **Who may avail:** | All Students, Teachers, Employee Alumni and Applicant | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • School ID/Company ID or Valid Id for Alumni and Applicants (scanned)<br>• Endorsement Letter for Psychological Testing (Scanned) | | Official PCCM Facebook Page (Guidance Procedures and Guidelines on Psychological Testing and Evaluation Services.<br><br>In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college. | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| <u>For Online Transaction</u><br>• Present/send scanned endorsement letter for psychological testing to the Official Guidance Office Procedures and | <u>For Online Transaction</u><br>• Provide E-Testing Permit for schedule and e-payment of testing fee. | None | 5 minutes | Guidance Coordinator<br>PCCM |

| | | | | |
|---|---|---|---|---|
| Guidelines on Psychological Testing and Evaluation accessible through PCCM website.<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Present/submit endorsement letter for psychological testing to the Guidance Office | <u>For Scheduled Face-to-Face Transaction</u><br>• Provide Testing Permit for schedule and payment of testing fee. | | | |
| <u>For Online / Scheduled F2F Transaction</u><br>• Submit e- / non-e receipt of payment on the scheduled day of the psychological test (As per schedule following the PCCM Guidance Health Protocol). | <u>For Online / Scheduled F2F Transaction</u><br>• Receive and record pertinent information of examinee.<br>• Advise the examinee to go to the testing area. | 100 | 5 minutes | Guidance Counselor<br><br>Finance Officer<br>PCCM |
| Take the Psychological Test (As per schedule following the PCCM Guidance Health Protocol). | • Administer Psychological Test. | None | 1 hour | Guidance Coordinator<br><br>Guidance Counselor<br>PCCM |
| <u>For Online Transaction</u><br>• Secure E-/ Non-e Certificate of Result | <u>For Online Transaction</u><br>• Provide interpretation and evaluation of test result through online / F2F consultations | None | 15 minutes | Guidance Coordinator<br><br>Guidance Counselor<br>PCCM |
| <u>For Online / Scheduled F2F Transaction</u><br>• Reply through messenger or email for received e- / non-e certificate and test result. | <u>For Online / Scheduled F2F Transaction</u><br>• Issue and release e-/ non-e certification and test result | None | 2 minutes | Guidance Coordinator<br><br>Guidance Counselor<br>PCCM |
| End of Transaction = 1 hour and 28 minutes | | | | |

### 2.1.4 Counseling, Follow-up, and Consultation Services

Its purpose is to help students know and gain insights about themselves life situation through the aid of test results and interview. Counseling Services may be individual routine counseling either voluntary or referrals are done any time when the need arises (City Wide Services for Mental Health Wellness/Psychological First Aid.

| | |
|---|---|
| **Office or Division:** | Guidance and Testing Center |
| **Classification:** | Complex |
| **Type of Transaction:** | G2C – Government to Client |
| **Who may avail:** | All Students, Teachers, Employee Alumni and Parents |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| • Walk-in<br>• Called-in **(mediums used are all online platforms)**<br>• Referral | Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online-Counseling, Follow-up and Consultation Services. .<br>In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college. |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| For Online Transaction<br>• Sign-in for the Online Counseling Services.<br><br>For Scheduled Face-to-Face Transaction<br>• Sign-in in the counseling logbook. | For Online Transaction<br>• Advice medium of online platform to be use for online / F2F counseling to the client.<br><br>For Scheduled Face-to-Face Transaction<br>• Present logbook to the client. | None | 1 minute | **Main**<br>Assigned Staff<br>PCCM<br><br>**Annex**<br>Assigned Staff<br>PCCM |
| For Online Transaction and For Scheduled Face-to-Face Transaction<br>• Client shares information, responds to assessment / testing procedures | For Online / F2FTransaction<br>• Interview, assessment, and problem conceptualization.<br>• Interviews, administers tests and other assessment procedures, analyze the problem | None | 30 minutes | **Main**<br>Assigned Staff<br>PCCM<br><br>**Annex**<br>Assigned Staff<br>PCCM |

| | | | | |
|---|---|---|---|---|
| For Online Transaction Counseling Intervention and For Scheduled Face-to-Face Transaction | For Online / F2F Transaction<br>Counseling interventions<br>• Sets counseling goals and start to conduct first counseling session | None | 1 hour | Guidance Coordinator<br><br>Guardiano, Guidance Counselor<br>PCCM |
| | For Online / F2F Transaction<br>• Continue or terminate counseling session | None | 2 hours | Guidance Coordinator<br><br>Guidance Counselor<br>PCCM |
| | For Scheduled Online / F2F Transaction<br>• Counselor calls or text the client for follow-up counseling session | None | 1 hour | Guidance Coordinator<br><br>Guidance Counselor<br>PCCM |
| End of Transaction = 4 hours and 30 minutes | | | | |

### 2.1.5 Individual Inventory Services

Assistance given to students to be truly effective if much information about his past, present status and his future-plans are available. The information which comprises the analysis of the individual must be recorded and filed in a meaningful and organized manner to present a developmental profile of the individual students.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Guidance and Testing Center | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2C – Government to Client | | | |
| **Who may avail:** | All Students | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Individual Inventory E-Form<br>• Updating Form<br>• Cumulative Record | | Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online-Individual Inventory Services.<br><br>In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college. | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |

| | | | | |
|---|---|---|---|---|
| <u>For Online / Scheduled F2F Transaction</u><br>• Sign-in for the Online-Individual Inventory Services | <u>For Online / F2F scheduled Transaction</u><br>• Present Individual Inventory E- / Non-e Forms to the client.<br>• Present logbook to the client. | None | 1 minute | **Main**<br>Assigned Staff<br>PCCM<br><br>**Annex**<br>Assigned Staff<br>PCCM |
| <u>For Online / Scheduled F2F Transaction</u><br>New students must fill out the Individual Inventory E-Form while continuing students must fill out the e-updating form accessible through PCCM website. | <u>For Online / Scheduled F2F Transaction</u><br>• Provide students with individual inventory form or updating form | None | 6 minutes | **Main**<br>Assigned Staff<br>PCCM<br><br>**Annex**<br>Assigned Staff<br>PCCM |
| <u>For Online Transaction</u><br>• Send the accomplished e-form and the e-clearance form for electronic signature of the guidance counselor<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Present the accomplished form and the clearance form for signature of the guidance counselor | <u>For Online Transaction</u><br>• Checks individual inventory e-form or e-updating form of students.<br>• Sign electronically clearance of students<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Checks individual inventory form or updating form of students.<br>• Sign clearance of students | None | 3 minutes | **Main**<br>Assigned Staff<br>PCCM<br><br>**Annex**<br>Assigned Staff<br>PCCM |
| End of Transaction = 10 minutes | | | | |

### 2.1.6 Scholarship Application Assistance Services

These are scholarships and financial aids given to students by local government agencies and officials, by the Commission on Higher Education and/or any private individuals and corporate benefactors. Endorsement by the College and assessed by the Guidance Office, grants shall only be given to student who are compliant and subject to the Scholarship and Retention Policies of the College.

| | |
|---|---|
| **Office or Division:** | Guidance and Testing Center |
| **Classification:** | Complex |
| **Type of Transaction:** | G2C – Government to Client |
| **Who may avail:** | All Students |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| • Transcript of Records TOR (Photocopy)<br>• Good Moral Certificate (Photocopy)<br>• PSA Birth Certificate (Photocopy)<br>• Two (2) I.D. Pictures (2"x2")<br>• Scholarship Application Form<br>• Scholarship Certificate **All Scanned Requirements Are Submitted Online** | Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online Scholarship Application Assistance Services.<br><br>In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college. |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| For Online / Scheduled F2F Transaction<br>• Secure the Scholarship E-/ Non-e Application Form from the Guidance Office accessible through PCCM website or downloadable from the benefactor website | For Online / Scheduled F2F Transaction<br>• Provide e-/ -/ n on-e-application form and list of requirements to be scanned and submitted online.<br>• Explain the scholarship e-screening procedure.<br>• Inform student's date of submission of e-application and scanned requirements. through online announcements | None | 5 minutes | Guidance Coordinator<br><br>Guidance Counselor PCCM |
| For Online / Scheduled F2F Transaction | For Online / Scheduled F2F Transaction | None | 5 minutes | Guidance Coordinator<br><br>Guidance Counselor |

| | | | | |
|---|---|---|---|---|
| • Submit completed Scholarship e-/ non-e-Application Form with scanned requirements | • Receive and record e-/ non-e-application form.<br>• Conduct assessment/evaluation of the submitted e-application form and scanned documents. | | | PCCM |
| <u>For Online Transaction</u><br>• Submit to a Scheduled Online-Interview<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Submit to an Interview | <u>For Online / Scheduled F2F Transaction</u><br>• Conduct online F2F interview to applicant<br>• Provide schedule of result of scholarship application though online announcements. | None | 15 minutes | Guidance Coordinator<br><br>Guidance Counselor<br>PCCM |
| <u>For Online / Scheduled F2F Transaction</u><br>Get result of application and secure scholarship certificate | <u>For Online / Scheduled F2F Transaction</u><br>• Provide scholarship e-/non-e certificate to qualified applicants.<br>• Explain duties and responsibilities of a scholar based on the standard of the benefactor through online / F2F announcement and consultation. | None | 5 minutes | Guidance Coordinator<br><br>Guidance Counselor<br>PCCM |
| <u>For Online / Scheduled F2F Transaction</u><br>• Received the e- / non-e certificate and proceed to the Registrar's Office for online seal stamping and submission to the Finance Office | | None | 7 minutes | Guidance Coordinator<br><br>Guidance Counselor<br>PCCM |

| | | | | |
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| through official email address for assessment. | | | | |
| End of Transaction = 4 hours and 30 minutes | | | | |

### 2.1.7 Consultation Services for Tertiary Education Subsidy (TES) Recipient

All Freshman students (Entrance Scholars) who qualified during the admission are considered Full Scholars, free of tuition, miscellaneous and other fees. If a student fails to meet the prescribed retention policy, he/she shall be converted to Socialized Scholarship grant whereby the student needs to pay corresponding fees. Students under the Socialized Scholarship are to comply with the same documentary procedures and requirements for the Opt-out students.

| | |
|---|---|
| **Office or Division:** | Guidance and Testing Center |
| **Classification:** | Complex |
| **Type of Transaction:** | G2C – Government to Client |
| **Who may avail:** | All Tertiary Education Subsidy (TES) Recipient |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| • E-Reflection Paper<br>• E-Spending Plan Report | Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online- Consultation Services for Tertiary Education Subsidy (TES) Recipient.<br><br>In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college. |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| <u>For Online Transaction</u><br>• Sign-in for the Online- Consultation Services for Tertiary Education Subsidy (TES) Recipient<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Sign-in in the logbook. | <u>For Online Transaction</u><br>• Advice medium of online platform to be use for Online-Consultation Services for Tertiary Education Subsidy (TES) Recipient<br><br><u>For Scheduled Face-to-Face Transaction</u><br>• Present logbook to the client. | None | 1 minute | Guidance Coordinator<br><br>Guidance Counselor PCCM |

| | | | | |
|---|---|---|---|---|
| <u>For Online / Scheduled F2F Transaction</u><br>• Submit to an Online / Scheduled F2F Interview | <u>For Online / Scheduled F2F Transaction</u><br>• Conduct online-interview to recipient<br>• Provide schedule of submission of e-reflection paper and e-spending plan report. | None | 30 minutes | Guidance Coordinator<br><br>Guidance Counselor<br>PCCM |
| <u>For Online / Scheduled F2F Transaction</u><br>• Submit E- / non-e Reflection Paper and E-Spending Plan Report | <u>For Online / Scheduled F2F Transaction</u><br>• Discuss duties and responsibilities of TES Grantees. (online / offline)<br>• Consolidate submitted/send scanned requirements. | None | 30 minutes | Guidance Coordinator<br><br>Guidance Counselor<br>PCCM |
| | • Submit report to Unifast Focal Person through their online official website. | None | A day after the submission | Guidance Coordinator<br><br>Guidance Counselor<br>PCCM |
| End of Transaction = 1 hour | | | | |

**2.2 Registrar's Office and Records Section**

Shall be responsible in the repository of highly important and delicate documents. The office also determines admission course requirements, enrolment, load, transfer, graduation and other matters regarding school records and other documents pertinent to the office, appraises rules and regulations issued from time to time by the Commission on Higher Education (CHED), Professional Regulation Commission (PRC), Civil Service Commission (CSC), and Department of Foreign Affairs (DFA), submits Enrolment List, List of Graduates, Honor Graduate Eligibility, Request for Special Order Number, and Annual Higher Education Data/Information Collection. Issuance of Transcript of Records (TOR), Transfer Credentials, Duplicate Diploma, and various Certifications. The office is also responsible in the proper conduct and efficient administration of students' enrolment.

### 2.2.1 Enrollment Services

Student Enrolment is a procedure in which students were formally admitted and legally bonded to the college after meeting all the requirements for Admission (I.e., GWA of 85% - SHS Grade 12, Entrance Examination, Interview) up until the duration of his/her entire stay within a semester or term inclusive of scholarship privileges provided by the Unified Student Financial Assistance System for Tertiary Education (UniFAST).

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|---|---|
| **Office or Division:** | Registrar's Office and Records Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | 1st Year Students ... Face to Face Enrolment |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **For 1st Year Students: Face to Face**<br>• K-12 Report of Card with 2 photocopies.<br>• Transferees- TOR (No credit of subjects)<br>• Certificate of Good Moral Character.<br>• PSA Birth Certificate (Original and photocopy).<br>• Medical Requirement: Chest X-ray and Physical Examination<br>• Short Brown Envelope.<br>**For 2nd-4th Year Students: Face to Face**<br>• Report of Grades<br>• Students' Clearance. | • School Graduated in Grade 12 (SHS)<br>• Last School Attended<br>• School Graduated in Grade 12 (SHS)<br>• Philippine Statistics Authority (PSA)<br>• Any clinics, hospitals, Accredited Health Center of the DOH<br>• Office of the Registrar |

| CLIENT STEPS | ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit all pertinent requirements for enrolment (Office of the Registrar) | 1. Checking and verification of submitted documents | None | 5 minutes | Registrar Staff<br>R.N., School Nurse<br>PCCM |
| • (For 1st Year) – Submit Medical Certificate | | None | 2 minutes | |
| 2. Encoding of student's data and Advising (Office of the Registrar) | 2. Encoding student's data and information for records purposes in the system | None | 10 minutes | Registrar Staff<br>PCCM |
| 3. Finance Office Payment and Printing of COR | Payment of Fees (for Socialized Students) | None | 5 minutes | Finance Officer<br>Collections Officer |

| | | | | |
|---|---|---|---|---|
| | Print 4 copies of Certificate of Registration for signing | | | PCCM |
| End of transactions - 22 minutes | | | | |

**ONLINE ENROLLMENT**

1. **Regular Students** must fill out Online Pre-enrollment Form, providing all required information through a link. **Irregular Students, Shifters, and Student Returnee** will be assigned a schedule to visit the Office of the Registrar to process their enrollment.

2. Students will receive an email informing them of the status of their enrolment. The students' copy of Certificate of Registration shall be secured through a limited visit to the Registrar's Office and/or via email.

### 2.2.2 Issuances of Records and Certificates

Pertinent Records / Documents requested by clients for the purpose of enrolment, employment, travel requirement, among others.

| | |
|---|---|
| **Office or Division:** | Registrar's Office and Records Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | All Enrolled Student and Alumni |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| • Students' Clearance<br>• Authorization letter, Photocopy of ID of applicant, Photocopy of ID of representative (For representative);<br>• Passport size ID Picture with name (for the request of Transcript of Records)<br>• Official Receipt from Finance Office | • Student or Alumni (Fully signed clearance from Offices)<br>• Student or Alumni (From parent or guardian)<br>• Student or Alumni<br>• Student or Alumni<br>(Receipt issued by Finance Office) |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Accomplish request form and submit complete requirements | 1.1 Checking of fully accomplished clearance and retrieval of students' records. | None | 5 minutes | Registrar Staff<br>PCCM |
| | 1.2 Checking of Student's academic records | None | 10 minutes | Registrar Staff<br>PCCM |
| 2. Payment of fees | Checking of student's record for any balances, | • TOR: PHP 150.00 | 5 minutes | Finance Officer<br>Collections Officer |

| | | | | |
|---|---|---|---|---|
| | Issuance of Official Receipt | • TOR with transfer credentials: PHP 225.00<br>• Certification: PHP 75.00<br>• CAV: PHP 225.00<br>• Duplicate copy of Diploma: PHP 200.00 | | PCCM |
| 3. Processing of Documents | Encoding of Document<br><br>Verification of Student records (if needed)<br><br>Printing and Signing of Documents | None<br><br>None<br><br>None | 3 working days<br><br>1 working day<br><br>10 minutes | Registrar Staff<br>PCCM<br><br>Acting College Registrar<br>PCCM |
| 4. Fill-out logbook | Issuance of requested documents | None | 2 minutes | Registrar Staff<br>PCCM |
| End of Transaction = 4 days, 32 minutes | | | | |
| Note: Release of documents may vary according to the availability of services | | | | |

### 2.2.3 Issuance of Request Form for Permanent Records from Previous School (Form137-A/SF10-SHS/TOR), Dropping Form, Leave of Absence Form, Completion Form, Cross Enrolment Form, Adding and Cancellation of Subject Form

- **Request Form for Permanent Records** - is used for students' evaluation and it should be requested from the school where the student graduated.
- **Dropping Form** - A student drops the subjects a week prior to the Midterm and student who fails to drop subjects is considered (AWOL), and shall automatically be given a failing mark of (5.0);
- **Leave of Absence** - a student is required to file a leave of absence and for readmission. The maximum leave period is only one year.
- **Completion Form** - An incomplete grade shall be completed immediately after the semester it was incurred; otherwise, the student shall automatically be given a failing grade mark (5.0);
- **Cross Enrolment Form** - may be allowed when desired subjects are not offered in the school where the student is enrolled in and /or during the term of enrolment.
- **Adding and Cancellation of Subject Form** - shall be scheduled only within the allowable period of two (2) weeks from the opening of classes.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Registrar's Office and Records Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | All students from first year to fourth year | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | |
| • Students' Clearance with complete signatures | | | • Registrar's Office (PCCM Main) | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Ask the front liner staff for the needed form | Issue to students the needed form | None | 2 minutes | Registrar Staff PCCM |
| 2. Return the requested form on the specified date for submission | Check and file the submitted form | None | 2 minutes | Registrar Staff PCCM |
| End of Transaction = 4 minutes | | | | |

### 2.2.4 Issuance of Report of Grades

Report of Student Grades are issued to the students every end of semester to be used for enrolment and for other purposes.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Registrar's Office and Records Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | All students from first year to fourth year | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | |
| • Students' Clearance with complete signatures<br>• Report of Grades | | | • Finance Office (PCCM Main)<br>• Registrar's Office (PCCM Main) | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit the clearance with complete signature | Check the clearance and fill out the logbook | None | 2 minutes | Registrar Staff PCCM |
| 2. Wait for the issuance of report of Grades | Provide student copy of Report of Grades | None | 3 minutes | Registrar Staff PCCM |
| End of Transaction = 5 minutes | | | | |

## 2.3 Office for Student Affairs Section

Shall be responsible in the promotion and enforcement of the judicious implementation of institutional rules and regulations governing student behavior / character. It is primarily responsible to maintain and ensure the implementation of the College rules and preserve order, integrity, and reputation of the academic community. The office also provides leadership programs and opportunities for personal and organizational effectiveness, and activities, referring to supervision, recognition, and monitoring of all student organization and their programs. The OSA empowers student organizations by involving them in co-curricular/socio-cultural- civic activities and exposes students' talents and skills through effective networking in local and national school affiliations. Recognizes and accredits, supervises, monitors, and evaluates student organizations including the student government and student publications. Delegate official student body for official representation on matters where such representation is necessary, and the proper regulation of the affairs of official publication of the College *(See: CMO No. 09 s. 2013).*

**Student Organization and Publication Services**

The Student Organization and Publications office under the OSA oversees the conduct of various student activities in the College. It administers programs, group assemblies and activities geared towards the well- rounded development of students. It initiates student seminars, symposia, workshops, and other activities relevant to the acquisition of knowledge, skills and values needed for effective leadership and followership, civic-consciousness, and environmental awareness.

**Ancillary Services**

The ancillary services aid other student-related concerns, such as student insurance, accident - death aid benefits and similar matters and concerns.

### 2.3.1 Validation of Student Identification Cards

Authentication of enrolled student IDs administered every start of the Semester.

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|---|---|
| **Office or Division:** | Office for Student Affairs Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | All Bonafede students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **Validation of Student Identification Cards:**<br>• All bona fide students with Certificate of Registration (COR)/Student's ID<br><br>**What are the Requirements:**<br>• Certificate of Registration (COR);<br>• Student's ID | • 2nd Floor Student Affairs Office PCCM Main<br>• 3rd Floor Student Affairs Office PCCM Annex<br><br>**Offline Scenario / Limited Face-to-Face**<br>All Bonafede students with Certificate of Registration (COR)/Student's ID may claim Student's I.D. Card Validation Sticker at the school entrance during distribution of scheduled Learning Guides during MGCQ |

| | | | | |
|---|---|---|---|---|
| | | govern with health and safety health protocols of the Department of Health and office health and safety protocols and depends on the community quarantine status of the localities of the Institution as identified thereof.<br>**ONLINE SCENARIO**<br>Requesting student may send request of Student's I.D. Card Validation Sticker thru pccmosas@gmail.com with attached picture image of Student's I.D. Card (front and back); or phone call: (044) 228-5442, Monday to Friday, office hours. | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **OFFLINE SCENARIO**<br><br>1. Present certificate of Registration (COR) and student I.D. | Sign the COR/Validates I.D. | None | 1 minute | OSA Staff<br>OSA Directress<br>PCCM |
| 2. Answer the Client Satisfaction Form | Returns the COR and validated I.D. | None | 1 minute | OSA Staff<br>OSA Directress<br>PCCM |
| End of Transaction = 2 minutes | | | | |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| **ONLINE SCENARIO**<br><br>1. Send request of Student's I.D. Card Validation Sticker thru pccmosas@gmail.com with attached picture image of Student's I.D. Card (front and back); or thru phone call: (044) 228-5442, Monday to Friday, office hours. | Reply in the e-mails | None | 1 minute | OSA Staff<br>OSA Directress<br>PCCM |
| 2. Answer the Client Satisfaction Form via Google Form | Reflect to the result of client satisfaction or customer feedback. | None | 1 minute | OSA Staff<br>OSA Directress<br>PCCM |
| End of Transaction = 2 minutes | | | | |

### 2.3.2 F2F / Online Application of Certificate of Recognition / Renewal of Student Organization

Requisites of the CHED Learning Continuity Plan is to ensure that all student organizations of the College must undergo annual accreditation for recognition to evaluate the purpose its creation and realization of organizational objectives.

In the event that Face-to-Face interactions may be suspended; all transactions are coursed-through via online platform / PCCM website.

| | |
|---|---|
| **Office or Division:** | Office for Student Affairs Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | All Bonafede students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **Requirements:**<br>• Year-round program of activities.<br>• List of Elected officers.<br>• Biodata of officers with ID picture.<br>• Roster of members.<br>• Certificate of recognition/renewal of student organization.<br>• Request Form | 2nd Floor Student Affairs Office<br>(3rd Room, Left side from the stairs) |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Authorized representative of organization secures application form and list of requirements. | Application form and list of requirements are provided | None | 5 minutes | OSA Forms and templates are download from and submitted through the PCCM website. |
| 2. Authorized representative fills-up application form and collates supporting documents. | Aid if there are questions in filing up the application form | None | 5 minutes | OSA Staff<br>PCCM |
| 3. Authorized representative submits completed application form and supporting documents | Completeness of required documents is checked and if in order, affixes signature on the application form | None | 10 minutes | OSA Staff<br>PCCM |
| 4. Authorized representative presents completed application form and supporting documents | Document is reviewed and if in order, favorably endorses application for renewal/recognition | None | 5 minutes | OSA Staff<br>OSA Directress<br>PCCM |

| | | | | |
|---|---|---|---|---|
| 5. Authorized representative submits completed and endorsed application and supporting documents for final approval | Documents are evaluated and if in order, approves renewal/recognition of the organization | None | 10 minutes | OSA Staff<br>PCCM |
| 6. Authorized representative Requests issuance of Official Certificate of Recognition/Renewal | Issues certificate of recognition/renewal of the organization | None | 5 minutes | OSA Staff<br>PCCM |
| End of Transaction = 40 minutes | | | | |

### 2.3.3 Procedures on the Request of Conduct of Students and Organization Activities, Processing and Release of Trust Funds

All activities concerned require Proposal and Financial/Budget Allocation, Scheduled Calendar, and School Activity Form to be evaluated by OSA for proper transfer, referrals and conduct of said activities. All activities are recommendatory and subject to the approval of the College Administrator.

| | |
|---|---|
| **Office or Division:** | Office for Student Affairs Section |
| **Classification:** | Simple – Multilevel Processing |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | All Accredited College Societies and Organizations |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| • Project Procurement Management Plan | 2nd Floor Student Affairs Office PCCM Main<br>3rd Floor Student Affairs Office PCCM Annex |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit general annual organizational calendar of activities; | • Check general annual organizational calendar of activities. | None | 3 working days | Accredited College Societies and Organizations Adviser |
| 2. Submit activity proposal (2) weeks to one (1) month before the actual date of the program. | • Check general annual organizational calendar of activities. | None | 2 working days | Accredited College Societies and Organizations Adviser |
| 3. Submit approved Request Letter or approved Proposals and signs the transaction logbook | 1. Receive Approved Letter or Approved Project Proposals | None | 5 minutes | Finance Officer<br>PCCM |

| | | | | |
|---|---|---|---|---|
| | 2. Prepare Obligation Request or Trust Fund Utilization Request and submit to the College Administrator for signing | None | 1 working day | Finance Officer<br>PCCM |
| | 3. Records Obligation Request or Trust Fund Utilization Request in the Vouchers Logbook. | None | 1 working day | Finance Officer<br>PCCM |
| | 3. Submits Obligation Request to the City Budget Office for signing<br><br>4. Submits Trust Fund Utilization Request to the City Accounting Office for Signing | None | 1 working day | Finance Officer<br>PCCM |
| End of Transaction = 8 working days and 5 minutes | | | | |

### 2.3.4. Job-Fair

Requisites of the CHED Learning Continuity Plan provides students with opportunities and exposure to employment through online means or by sharing the link of certified agencies with the conduct related to the job fair.

| | |
|---|---|
| **Office or Division:** | Office for Student Affairs Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C / Government to Client – G2B / Government to Business |
| **Who may avail:** | All fourth-year students |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| **Requirements:**<br>• School ID.<br>• Job Fair e-forms<br>• Online Attendance Sheet | 2nd Floor Student Affairs Office PCCM Main<br>3rd Floor Student Affairs Office PCCM Annex |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Register online to the Secretariat | Provide Online Attendance Sheet and Job Fair form | None | 3 minutes | OSA Staff<br>PCCM |
| 2. Shop for job online vacancies posted | Post job vacancies submitted by the companies | None | 10 minutes | OSA Staff<br>PCCM<br>Alumni Representative |
| 3. Online search to preferred company relevant to the degree taken | Interview and screen prospective applicants via zoom | None | 10 minutes | OSA Staff<br>PCCM<br>Company Representative |
| 4. Fill out the company e-form/s | Company representative requires filling up of company e-forms | None | 10 minutes | OSA Staff<br>PCCM<br>Company Representative |
| 5. Give soft copy of Attendance Sheets to the company representative | Sign online the Attendance Slip | None | 2 minutes | OSA Staff<br>PCCM Company Representative |
| End of Transaction = 35 minutes | | | | |

### 2.3.5 Application of Student Accident Insurance and Claims

Ancillary services of the College where Bonafede students are enrolled to free Group Accident Insurance and other claims (I.e., Medical Reimbursements).

| | |
|---|---|
| **Office or Division:** | Office for Student Affairs Section |
| **Classification:** | Highly Technical (Multistage Processing) |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | All Bonafede students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **Requirements:**<br>• Photocopy of Form 5 (insurance claim form)<br>• Original of Police blotter/extract<br>• Original of Death certificate<br>• Original of Medical certificate<br>Birth Certificate (reimbursement only) | 2nd Floor Student Affairs Office PCCM Main<br>3rd Floor Student Affairs Office PCCM Annex |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Student to secure insurance claim form (ICF) and list of supporting documents via online thru pccmosas@gmail.com | Issues ICF and list | None | 2 minutes | OSA Staff<br>PCCM |

| | | | | |
|---|---|---|---|---|
| 2. Student completes ICF and collates supporting documents | Provide schedule of submission | None | 2 minutes | OSA Staff<br>PCCM |
| 3. Student submits completed claim form and supporting documents via online thru pccmosas@gmail.com | • Reviews documents for completeness<br>• Submits competed claim with supporting documents to Group Insurance Provider<br>• Insurance claim is processed (constant follow-up by the student affairs office to the student insurance group provider) | None<br>None<br>None | 3 minutes<br>1 working day after submission<br>15 working days to 1 month | OSA Staff<br>PCCM<br>OSA Staff<br>PCCM Student Insurance Group Provider |
| 4. Requests release of insurance claim via online thru pccmosas@gmail.com | Follow-up from OSA Office.<br>Prepares voucher and pays the claim. | None | Daily during duration of application | OSA Staff<br>PCCM<br>Student Insurance Group Provider |
| End of Transaction = (approx.) 30 days | | | | |
| Note: duration of 1-month processing by Group Accident Insurance provider | | | | |

### 2.3.6 Medical Reimbursement and Death Aid Claims

Ancillary services of the College where Bonafede students are enrolled to free Group Accident Insurance and other claims (I.e., Medical Reimbursements and Death Aid Claims).

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| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Office for Student Affairs Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | All bona fide students | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Photocopy of Form 5 (insurance claim form).<br>• Original of Police blotter/extract.<br>• Original of Death certificate.<br>• Original of Medical Certificate;(reimbursement only) | | 2nd Floor Student Affairs Office PCCM Main<br>3rd Floor Student Affairs Office PCCM Annex | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |

| | | | | |
|---|---|---|---|---|
| 1. Student or authorized representative to submit letter of request for medical reimbursement / death aid claims including supporting papers via online thru pccmosas@gmail.com | • Reviews the completeness of documents<br><br>• Request is processed and reimbursed /claim is computed<br><br>• Prepares the voucher and process documents for funding | None<br><br>None<br><br>None | 5 minutes<br><br>30 minutes<br><br>3 working days depending on the availability of signatories | OSA Staff<br>PCCM<br><br>OSA Staff<br>PCCM Insurance Agent |
| 2. Request release of check payment | Check is released | None | 5 minutes | Insurance Agent |
| End of Transaction = (approx.) 3 days | | | | |

### 2.3.7 Procedures on the Rules of Conduct and Due Process

This is the administration of a college procedure handling certain student issues that requires investigation, settlement and/or implementation of sanctions to infractions incurred by students.

| | |
|---|---|
| **Office or Division:** | Office for Student Affairs Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | All Bonafede students / Teachers |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| • A formal written complaint against any student offender;<br>• An incident report from the Security Office relative to infraction of Code of Discipline | 2nd Floor Student Affairs Office PCCM Main<br>3rd Floor Student Affairs Office PCCM Annex |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Reports the complaints via online thru pccmosas@gmail.com | Receives the complaints and clarifies the issues/complaint with office or personnel concerned | None | 5 minutes | OSA Staff<br>OSA Directress<br>PCCM |
| 2. Wait for feedback | Attending officer explains the issue and how to resolve it to the complainant | None | 3 minutes | OSA Staff<br>OSA Directress<br>PCCM |

| | | | | |
|---|---|---|---|---|
| 3. If satisfied, thanks the office and fill-up the client satisfaction form via online thru pccmosas@gmail.com | Follow up the complaint until resolved | None | 5 minutes | OSA Staff<br><br>OSA Directress<br><br>PCCM |
| 4. If not satisfied, follow up the resolution of the complaint until resolved. | Inform the student offender of his violation immediately, or any accusation against him and shall answer the charges in writing<br><br>If the offender is a minor, the parent(s) or guardian will be notified and summoned for conferencing<br><br>If the student admits to the accusation, the OSA decides on the imposition of appropriate sanction on the case<br><br>A CODI shall be convened to take appropriate action in accepting and hearing of the testimonies and evaluation of evidence for appropriate decision and sanctions commensurable to the gravity of the offense | None | 3 Working days | Guidance Coordinator<br><br>Guidance Counselor<br><br>Class Adviser / Program Head<br><br>CODI<br><br>PCCM |

| | | | | |
|---|---|---|---|---|
| | The decision of the Discipline Committee shall immediately take effect. | | | |
| End of Transaction = 3 working days | | | | |

## 2.4 Library Section

Library services refer to a set of services that provide resources that offer access to a wide range of information and conduct activities and programs that support students' research and learning needs.

### 2.4.1 Application of Library Card (New Students)

A library card is required to access library services.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Library Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | New Students | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Enrollment form<br>• Library Card Application form<br>• 1x1 picture | | • Registrar's Office (PCCM Main / Annex) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the Enrollment form | Check and verify the form | None | 1 minute | Librarian (Main)<br><br>Librarian (Annex)<br>PCCM |
| 2. Fill-out library card application form and attach picture | Issue the application form | None | 2 minutes | Librarian (Main)<br><br>Librarian (Annex)<br>PCCM |
| 3. Submit the form | Encode the information from the application form | None | 2 minutes | Librarian (Main)<br><br>Librarian (Annex)<br>PCCM |
| 4. Claim the library card | Print and issue the library card | None | 1 working day | Librarian (Main)<br><br>Librarian (Annex)<br>PCCM |
| End of Transaction = 1 working day | | | | |

### 2.4.2 Validation of Library Card (Old Students)

Students must have their library cards validated every semester.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Library Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | Old Students | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Enrollment form | | • Registrar's Office (PCCM Main / Annex) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the Enrollment form | Check and verify the form | None | 1 minute | Librarian (Main)<br><br>Librarian (Annex)<br>PCCM |
| 2. Wait for the validated library card. | Validate library card and update the record in the library system. | None | 2 minutes | Librarian (Main)<br><br>Librarian (Annex)<br>PCCM |
| 3. Claim validated library card | Issue the library card | None | 1 minute | Librarian (Main)<br><br>Librarian (Annex)<br>PCCM |
| End of Transaction = 4 minutes | | | | |

### 2.4.3 Checking - out (Borrowing) of Books

Checking-out of books service is available during all hours of library operation

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Library Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | Students, Teaching and Non-Teaching Personnel | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Library Card | | • Library (PCCM Main / Annex) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the library card and fill out the book slip to the Circulation Desk. | Verify the library card and check the filled-out book slip | None | 2 minutes | Librarian (Main)<br><br>Librarian (Annex)<br>PCCM |
| 2. Wait for the book to check out in the library system | Scan the barcode of the book | None | 1 minute | Librarian (Main)<br><br>Librarian (Annex)<br>PCCM |
| 3. Receive book/s | Issue book/s borrowed. | None | 1 minute | Librarian (Main)<br><br>Librarian (Annex)<br>PCCM |
| End of Transaction = 4 minutes | | | | |

### 2.4.4 Checking-in (Returning) Books

Checking-in of books service is available during all hours of library operation.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Library Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | Students, Teaching and Non-Teaching Personnel | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| None | | Library (PCCM Main / Annex) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the book for return at the Circulation Desk | Receive the book and check accession number of book/s against the book slip | None | 2 minutes | Librarian (Main)<br><br>Librarian (Annex)<br>PCCM |
| 2. Wait until the book checked in to the library system | Scan the barcode of book for return and clear borrower's account at the library system | None | 1 minute | Librarian (Main)<br><br>Librarian (Annex)<br>PCCM |
| End of Transaction = 3 minutes | | | | |

### 2.4.5 Signing of Clearance

Library clearance confirms the return of all borrowed materials.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Library Section | | | |
| **Classification:** | Signing of Clearance | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | Students, Teaching and Non-Teaching Personnel | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Library Card<br>• Clearance Form | | • Library (PCCM Main / Annex)<br>• HR Office (PCCM Main / Annex) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit the clearance form to the librarian | Check the library client's record in the library system. | None | 1 minute | Librarian<br>PCCM |
| 2. Wait for the clearance | Sign if the client has no accountability | None | 1 minute | Librarian<br>PCCM |
| 3. Receive clearance | Release the clearance | None | 1 minute | Librarian<br>PCCM |
| End of Transaction = 3 minutes | | | | |

### 2.4.6 Ask-a-Librarian Service

Librarian will answer the client's queries regarding the library resources and services through chat.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Library Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | Students, Teaching and Non-Teaching Personnel | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • None | | • Library (PCCM Main / Annex) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Ask the Librarian through chat | Interview the client and provide the information | None | Within the day | Librarian (Main)<br><br>Librarian (Annex) PCCM |
| End of Transaction = within the day | | | | |

### 2.4.7 Document Delivery Service (Online)

Library clients may request online a particular document from a book or other resources available at the library.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Library Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | Students, Teaching and Non-Teaching Personnel | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Library Card (Students) | | • Library (PCCM Main and Annex) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Provide Reference Query through chat | Search the available reference using the library system. | None | Within the day | Librarian (Main)<br><br>Librarian (Annex) PCCM |
| 2. Wait for the electronic document | Scan the document and send it to the client | None | Within the day | Librarian (Main)<br><br>Librarian (Annex) PCCM |
| End of Transaction = within the day | | | | |

### 2.4.8 Online Catalog Search

Library clients may search for a particular title or other library materials available in the PCCM Library using the web OPAC. The library is using a web-based online public access catalog, Koha.

URL: http://library.pccm.edu.ph/

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Library Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | Students, Teaching and Non-Teaching Professional | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • None | | • None | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Search the online catalog for material needed URL: http://library.pccm.edu.ph/ | | | | |
| 2.Client may download Open Educational Resources (OER) through the link provided in the OPAC | | | | |
| 3. A client may request a copy of a particular chapter or topic from the reference found in the OPAC. | Process the request | | Within the day | Librarian (Main)<br><br>Librarian (Annex)<br>PCCM |
| End of Transaction= within the day | | | | |

### 2.4.9 Issuance of Referral Letter

The library provides a referral letter to PCCM students and employees who want to visit the library of other institutions for research purposes.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Library Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | Students, Teaching and Non-Teaching Personnel | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Library Card (Students) | | • Library (PCCM Main / Annex) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Fill out a form | Prepare the letter and have it signed | None | 8 minutes | Librarian (Main)<br><br>PCCM |
| 2. Log in name on the logbook to acknowledge receipt. | Issue the letter | None | 2 minutes | Librarian (Main)<br><br>PCCM |
| End of Transaction = 10 minutes | | | | |

## 2.5 Health Section

Shall provide emergency care for illness or injury while at school, to ensure that all students get appropriate referrals to health care providers, to monitor for and control the spread of communicable disease, to provide education and counselling in a variety of health and wellness topics, to serve as medical resource in the development of policies and procedures in the school. Thus, providing preventive services, early identification of problems, interventions, and referrals to foster health and educational success. The Medical Clinic provides the necessary provisions relative to medical health care and wellness programs of students and employees. The clinic offers First-Aid treatment of simple medical cases and share referrals to some medical concerns of students and employees that may require competent attention of the physician. The nurse-on-duty also aids in the issuance of medical certification needed for students' OJT deployment.

### 2.5.1 F2F / Online Health Consultation Services

Administration of immediate care and other health services for clients via online platform.

| | |
|---|---|
| **Office or Division:** | Student Services and Academic Support Division (SASSD) |
| **Classification:** | Health Office Services |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | All |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| 3 Online Scanned Medical Records Monitoring and Update | Official PCCM Facebook Page (Clinic Procedures and Guidelines on Online-Health Consultation Services. (PCCM Main / Annex) |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| Sign-in for the Online/ F2F Health Consultation Services. | Ask client and records chief complaint, injury / wound.<br><br>Performs online demonstration of necessary procedure/s for first aid actions<br><br>Give the following services if needed through the online consultation:<br><br>Suggest medicine if needed and available<br><br>Make referrals if needed. | None | 10 minutes (or as needed) | College Nurses (PCCM Main and Annex)<br><br>PCCM |

| | | | | |
|---|---|---|---|---|
| | Gives health teaching if needed.<br>If needed further medical intervention send client to the nearest hospital.<br>Proper assistance and links will be arranged by the health personnel through PCCM online portals for available health intervention action. | | | |
| Enrollment client submits pertinent medical requirements online (scanned medical certificate and x-ray) | Receives and Checks scanned medical certificate and x-ray if there's any medical concern and make referral if needed. | None | 5 minutes | College Nurses<br>PCCM |
| Filling out of e-medical and e-dental form | Receives and reviews entry on the scanned medical record and the submitted scanned medical requirements. | None | 5 minutes | College Nurses<br>PCCM |
| Request for medical assistance through the online consultation facilities of PCCM | Assisting / accompany client outside the school/home **(in case of emergency only)** | None | 4 working days (Or as needed) | College Nurses<br>PCCM |
| End of Transaction = depends on the kind of services needed | | | | |

**2.5.2 Health Office intervention and action plan in case of personnel suspected with infection, symptoms, and manifestation of COVID-19 while at work.**

Assisting client regarding requests for specific medical assistance and needs. Ensue CoVID-19 Incident Command / Contact personnel must establish specific health and possible quarantine guidelines and triage protocols and practices of the DOH and Local Health Office.

| | |
|---|---|
| **Office or Division:** | Health Section |
| **Classification:** | Highly Technical (Multi-stage processing) |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | All |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |

| | | | | |
|---|---|---|---|---|
| • Through Health and Medical Referrals<br>• Contact tracing forms | | • Health Office and other accredited COVID-19 Agencies | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **• PERSON RESPONSIBLE** |
| Request for Medical Assistance:<br>• Person with symptoms or suspected with COVID-19 | Assist clients on the following:<br>• The school medical personnel must be immediately informed of the condition of the suspected personnel (showing signs and symptoms of CoVID-19). | None | 5 minutes | College Nurses (PCCM Main and Annex)<br>PCCM<br>School Physician<br>PCCM |
| • Information to Health Office | • Health Focal Person will call the City Health Office or DOH Hotline regarding the situation at hand. | None | 5 minutes | College Nurses (PCCM Main and Annex)<br>PCCM |
| • Contact tracing procedures (Optional) | • Get information of the history of possible illness and people who interacted with.<br>• Contact tracing will be done by Health Personnel accredited by DOH to the close contacts of the suspected individual 1-2 weeks prior to the showing of the symptoms. | None<br>None | 5 minutes | Surveillance Officer |
| Instructions for Quarantine Procedures for suspected or COVID-19 positive patient | Patient will be advised to take full 14-day (2 weeks) Home Quarantine health monitoring or will be immediately confined in an ISOLATION AREA to | None | 7 working days mandatory quarantine procedure | College Nurses (PCCM Main and Annex)<br>PCCM<br>School Physicians<br>PCCM |

| | | | | |
|---|---|---|---|---|
| | prevent possible spreading and transmission of the disease. | | | |
| Taking the Rapid or PCR Tests | The suspected patient shall undergo scheduled Rapid Test, Swab or PCR test for positive or negative results in contracting th contagion. | 3,000 – 5,000 Php range | 3 working days for testing<br><br>5 working days for results | City Health Office |
| End of Transaction = (approx.) 5 minutes | | | | |
| Note: Tests and result may vary on responses (depending on exigency) | | | | |

## 3. Administrative Division

### 3.1. Human Resource Management and Development Section

Shall be responsible in developing programs related to human resource planning, training development and management and in implementing the performance appraisal system; Likewise, in charge in the records management system of the HR office and in Initiating the improvement of Human Resource Management system such as recruitment and promotion, retention, rewards and recognition, employees' relations, Employee Health and Wellness program, Information systems, and employee discipline and in updating the manual of operations, faculty/employees handbook and the like.

#### 3.1.1 Job Application (Contract of Service, Job Order)

Posting of vacant positions for open application for qualified applicant. Vacant Positions are posted on the City Government and Polytechnic College of the City of Meycauayan Page and Bulletin Boards.

| | |
|---|---|
| Office or Division: | Human Resource Management and Development Section |
| Classification: | Complex – Multilevel Activity |
| Type of Transaction: | G2C / Government to Client |
| Who may avail: | All Qualified Applicants |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| • Application Letter.<br>  • Addressed to the City Mayor, attention to the PCCM Officer in Charge.<br>  • Stating purpose of application.<br>• Personal Data Sheet.<br>• Transcript of Records/Diploma.<br>• Certificate of Eligibility/License.<br>• Certificates of Awards or Participation.<br>• Certificates of previous employment signed by previous employer.<br>• Latest performance rating | Main<br>PCCM Human Resource Development Office<br>2nd Floor Right Wing<br><br>Annex<br>PCCM Human Resource Development Office<br>3rd Floor Right Wing |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submits application and complete requirements to PCCM HRDO / pccmhrdo2022@gmail.com | • Receives application and complete credentials | None | | HRMO<br>PCCM |
| | • Evaluate applicants' credentials | None | 2 working days per 10 applicants | HRMO<br>PCCM |
| | • Preparation of Zoom link (if conducted online due to availability of Faculty Selection Board) and Documents for Convening | None | ½ day | HRMO<br>PCCM |
| | • Convening /Deliberation of PCCM Faculty Selection Board/ PCCM PSB | None | 1 working day | PCCM PSB and PCCM FSB<br>• College Dean<br>• College HRMO as Secretary<br>• Program Head of respective Program<br>• Administrative Officer V for Academics<br>• Faculty Association President<br>• OSA Directress (Student Services applicant)<br>• Human City Resource Management Officer |
| | • Forward result of deliberation to the City Mayor for final action / selection | None | 1 working day | HRMO<br>PCCM |
| | • Prepare notice to selected applicants through | None | 5 minutes | |

| | | | | |
|---|---|---|---|---|
| | letter/Email and phone call<br><br>• Ensure that the Personal Data Sheet is answered properly and completely with recent photo, thumb mark affixed | None | 1 hour | |
| 2. Successful Applicants, assume duty at specified date | Forward to City Human Resource Management Office for the preparation of contracts if the drug and rapid test results are negative. | None | 5 working days | City Human Resource Management Office |
| End of Transaction = 9 and ½ working days | | | | |

### 3.1.2 Request for Personnel Certifications (Certificate of Employment/ COE with Compensation/Service Records/Leave Credits/Others for various purpose)

Securing personnel records for various purposes (I.e., Certificate of Employment, COE with Compensation, Service Records, Leave Credits among others).

| | | | | |
|---|---|---|---|---|
| Office or Division: | Human Resource Management and Development Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C / Government to Client | | | |
| Who may avail: | All Active Employee/Separated Employee | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | Main<br>PCCM Human Resource Development Office<br>2nd Floor Right Wing<br><br>Annex<br>PCCM Human Resource Development Office<br>3rd Floor Right Wing | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Accomplish and submit the filled-up request form | • Review and receive accomplished request form | None | 2 minutes | HRMO Administrative Assistant I / Liaison Officer<br><br>PCCM |

| | | | | |
|---|---|---|---|---|
| | • Forward to City Human Resource Management Office for preparation<br><br>• Release request to client (Upon receipt) | None<br><br>None | ½ day<br><br>Within the day | Administrative Assistant I / Liaison Officer<br><br>PCCM<br><br>Administrative Assistant I / Liaison Officer<br><br>PCCM |
| End of Transaction = (approx.) ½ day | | | | |

### 3.1.3 Application for Leave of Absence (Sick Leave / Vacation Leave)

Filing of employee leave in advance to avail services; Medical Certificate is required if the applied sick leave is more than 5 days.

| | | | | |
|---|---|---|---|---|
| Office or Division: | Human Resource Management and Development Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C / Government to Client | | | |
| Who may avail: | All (Active Employee) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| • Leave Application.<br>• Medical certification, in case of sick leave of more than five days.<br>• Clearance for vacation leave more than 30 calendar days; permit to travel, in case vacation leave will be spent overseas; | | Main<br>PCCM Human Resource Development Office<br>2nd Floor Right Wing<br><br>Annex<br>PCCM Human Resource Development Office<br>3rd Floor Right Wing | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submit the computerized CSC Form No. 6 with signature and recommending approval of OIC | • Review and record control number in logbook *(For sick leave more than five 5 days; verify medical certificate)*<br><br>• Forward the CSC Form No.6 to CHRMO for recording and approval | None<br><br>None | 2 minutes<br><br>Within the day | HRMO Administrative Assistant I / Liaison Officer<br><br>PCCM<br><br>Administrative Assistant I / Liaison Officer<br><br>PCCM |
| End of Transaction = (approx.) ½ day | | | | |
| Note: Employee should file Application for Leave at Least 5 days in advance; Medical Certificate *(when necessary to avail service)* | | | | |

### 3.1.4 Request for Locator and Pass Slip

Request for locator slip for official business and pass slip by an employee for personal or business purposes.

| | |
|---|---|
| Office or Division: | Human Resource Management and Development Section |
| Classification: | Simple |
| Type of Transaction: | G2C / Government to Client |
| Who may avail: | All Active Employee |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| • Invitation/Program.<br>• Schedule of Activity.<br>• Itinerary.<br>• Approved request letter | Main<br>PCCM Human Resource Development Office<br>2nd Floor Right Wing<br><br>Annex<br>PCCM Human Resource Development Office<br>3rd Floor Right Wing |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Request then fill-up and submit the Locator/Pass slip to HRD Office | • Review and record control number in logbook | None | 2 minutes | HRMO<br>Administrative Assistant I / Liaison Officer<br><br>PCCM |
| | • Endorsed Locator/Pass Slip to Immediate Supervisor for recommending approval | None | 2 minutes | Administrative Assistant I / Liaison Officer<br><br>PCCM |
| | • Forward the Locator/Pass Slip to City Administrator's Office for recording and approval | None | Within the day | Administrative Assistant I / Liaison Officer<br><br>PCCM |
| | • Issue the Locator/Pass slip to the client upon approval | None | Within the day | Administrative Assistant I / Liaison Officer<br><br>PCCM |
| End of Transaction = (approx.) ½ day | | | | |
| Note: Employee should request locator slip for official business and pass slip for personal business at least two (2) days before the intended date of use | | | | |

### 3.1.5 Request for Authority Travel

Submission of request letter to attend trainings / seminar-workshops before the exact date of the activity.

| | |
|---|---|
| Office or Division: | Human Resource Management and Development Section |
| Classification: | Simple |
| Type of Transaction: | G2C / Government to Client |
| Who may avail: | All (Active Employee) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| • Application Letter.<br>  • Addressed to the City Mayor, noted by immediate supervisor.<br>  • Stating purpose of request.<br>• Program/Invitation | Main<br>PCCM Human Resource Development Office<br>2nd Floor Right Wing<br><br>Annex<br>PCCM Human Resource Development Office<br>3rd Floor Right Wing |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the request letter duly signed by the immediate supervisor with attached invitation/ program/ memorandum from service provider | • Review and check the learning development / participant who will attend | None | 5 minutes | HRMO Administrative Assistant I / Liaison Officer<br><br>PCCM |
| | • Forward to Mayor's Office for approval | None | Within the day | Assistant I / Liaison Officer<br><br>PCCM |
| | • Forward the Approved letter to City CHRMO for travel order preparation | None | Within the day | Assistant I / Liaison Officer<br><br>PCCM |
| | • Issue the Travel Order upon release from the City Administrator's Office | None | Within the day | Assistant I / Liaison Officer<br><br>PCCM |
| 2. Claim check if registration / per diem / transportation is requested | | None | Within the day | City Treasurer's Office |
| End of Transaction = (approx.) ½ day | | | | |
| Note: Employee should submit a request letter to attend training two (2) weeks to one (1) month before the exact date of seminar/training | | | | |

### 3.1.6. Request for Clearance Form

Clearance is requested by extant, resigned / separated employees as attachment for loan applications and as a requirement in claiming terminal leave benefits and application to other agencies/companies.

| | |
|---|---|
| Office or Division: | Human Resource Management and Development Section |
| Classification: | Simple |
| Type of Transaction: | G2C / Government to Client |
| Who may avail: | All (Active Employee/Separated Employee) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| • Clearance Form.<br>• Government Issued ID | Main<br>PCCM Human Resource Development Office<br>2nd Floor Right Wing<br><br>Annex<br>PCCM Human Resource Development Office<br>3rd Floor Right Wing |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Request for Clearance Form at HRD Office | Prepare the Clearance Form | None | 3 minutes | HRMO<br>PCCM |
| 2. Fill up and proceed to designated offices for verification | Sign the Clearance upon verification if cleared | None | 1-30 days | Heads of Offices<br>• Supply and Property Services<br>• Human Resource Welfare & Assistance<br>• Faculty Association<br>• Office of the College Dean<br>• Financial Services Library<br>• Registrar<br>• Program Heads Office<br>• Teacher Education Program<br>• Hospitality Management Program<br>• Office Administration Program<br>• TVET Program |

| | | | | |
|---|---|---|---|---|
| | | | | • Office of Student Affairs<br>• College Dean |
| 3. Return the Clearance Form duly signed by the concern offices to HRD Office | • Review and Check the Clearance Form<br>• Issue the duly signed Clearance *for COS/JO personnel*<br>• Forward to CHRMO for the preparation of City's Clearance Form *for Temporary/ Permanent/ Casual personnel* | None<br>None<br>None | 5 minutes<br>2 minutes<br>Within the day | HRMO<br>HRMO<br>Administrative Assistant I / Liaison Officer<br>PCCM |
| End of Transaction = 2 working days | | | | |

### 3.1.7 Application for Loans (Land bank / HDMF / GSIS / Cooperative)

Loan application and processing forwarded to CHRMO.

| | |
|---|---|
| Office or Division: | PCCM Human Resource Development Office |
| Classification: | Simple |
| Type of Transaction: | G2C / Government to Client |
| Who may avail: | All (Active Employee) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| • Accomplished Loan Application Form.<br>• Pay slip.<br>• Valid IDs | Main<br>PCCM Human Resource Development Office<br>2nd Floor Right Wing<br><br>Annex<br>PCCM Human Resource Development Office<br>3rd Floor Right Wing |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Request Loan Application Form and required documents | • Receive and checked the accomplished loan application form with attached documents<br>• Forward to CHRMO for processing of loan application | None<br>None | 5 minutes<br>Within the day | HRMO Administrative Assistant I / Liaison Officer<br>PCCM<br>Administrative Assistant I / Liaison Officer |

| | | | | |
|---|---|---|---|---|
| | | | | PCCM |
| End of Transaction = 5 minutes | | | | |

### 3.1.8 Procedure for Request of Overtime Services

| | |
|---|---|
| Office or Division: | PCCM Human Resource Development Office |
| Classification: | Simple |
| Type of Transaction: | G2C / Government to Client |
| Who may avail: | All (Active Employee) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| • Accomplished OT Services Form | Main<br>PCCM Human Resource Development Office<br>2nd Floor Right Wing<br><br>Annex<br>PCCM Human Resource Development Office<br>3rd Floor Right Wing |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| • Request for OT Services form (OT Services request form should be fully accomplished and signed by the Department Head) | • Forward the request from to City Budget Office<br><br>• Forward to the City Administrator's Office for recommending approval of OT services as to CTO or OT pay<br><br>• Forward to City Mayor's Office for approval<br><br>• Once approved by the City Mayor, it will then be forwarded to the CHRMO for proper monitoring of OT services (OT) services shall be rendered only after the | None | Within the day | HRMO Administrative Assistant I / Liaison Officer<br><br>PCCM |

| | | | | |
|---|---|---|---|---|
| | request/authority has been approved by the City Mayor)<br><br>• Submit the dully filled up and signed Actual Output of Overtime Services Rendered form once the OT services have been rendered to CHRMO for computation of Compensatory OT Credits (COC) or OT Pay<br><br>• COC will be computed by the assigned CHRMO Staff and Certificate of COC will be issued to the concerned personnel who rendered OT services in availing the CTO. | None | Within the day | Administrative Assistant I / Liaison Officer<br><br>PCCM |
| End of Transaction = within the day | | | | |
| OT Services should be applied three (3) working days before the scheduled OT work; | | | | |

### 3.1.9 Procedure in availing of CTO

CTO may be availed in four (4) or eight (8) hours, it may be used continuously up to a maximum of five (5) consecutive days per single transaction, or on staggered basis within a year.

| | |
|---|---|
| Office or Division: | PCCM Human Resource Development Office |
| Classification: | Simple |
| Type of Transaction: | G2C / Government to Client |
| Who may avail: | All (Active Employee) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| CTO Availment Request Form | Main<br>PCCM Human Resource Development Office |

| | | | | |
|---|---|---|---|---|
| | | 2nd Floor Right Wing<br><br>Annex<br>PCCM Human Resource Development Office<br>3rd Floor Right Wing | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| • CTO in Availing Request Form (CTO Availing Request Form should be fully accomplished and signed by the Department Head) | Forward to assigned CHRMO staff to compute COC balance.<br><br>After approval of the City Administrator, it will then be forwarded to the CHRMO for recording, filing and distribution of copies to concerned employees | None<br><br>None | 5 minutes (depending on the issues involved)<br><br>Within the day | HRMO<br>Administrative Assistant I / Liaison Officer<br>PCCM<br>Administrative Assistant I / Liaison Officer<br>PCCM |
| End of Transaction = (approx.) ½ day | | | | |
| CTO Availment request should be applied five (5) working days before the scheduled CTO | | | | |

### 3.2 Finance Section

Shall be responsible in overseeing the College financial resources and administrative duties to achieve the year's revenue and budget goals. Ensure the organization's 100% compliance to various accounting and tax regulations. Accepts payment for school fees and other related approved collections, maintains proper recording and bookkeeping, supports the operation of the college through financial services and provides financial report to different users as reference for decision making.

#### 3.2.1 Signing and Releasing of Clearance

Students to secure fully accomplished and signed student clearance form to relieve them of any material and/or financial any accountability or obligations to be accomplished every end of the semester.

| | |
|---|---|
| **Office or Division:** | Finance Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | Students, Parent-Guardian |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| • Assessment Form<br>• Examination Permit | • Finance Office (PCCM Main/Annex Sites) |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Presents Assessment Form and submit completion form with complete signature of the Instructors | Checks documents as to completeness and accuracy | None | 1 minute | Finance Staff<br>PCCM |
| 2. Signs in the Transaction Logbook | Signs and releases Clearance with complete details | None | 1 minute | Finance Staff<br>PCCM |
| 3. Receives Clearance | Files the Examination Permit | None | 1 minute | Finance Staff<br>PCCM |
| End of Transaction = 3 minutes | | | | |

### 3.2.2. Request for Petty Cash Fund

Requisition for money for petty expenses and any other urgent purchases.

| | |
|---|---|
| **Office or Division:** | Finance Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C Government to Client - G2C Government to Government |
| **Who may avail:** | Teaching and Non-teaching Personnel |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| • Locator Slip(Photocopy);<br>• Itinerary of Travel (Original)<br>• Certification of Emergency Purchase (Original) | • PCCM Main<br>• Client |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit Locator Slip and Itinerary of Travel or Certification of Emergency of Purchase | Check documents as to completeness and accuracy | None | 1 minute | Collections Officer<br>PCCM |
| 2. Complete the information needed in the Petty Cash Voucher, and submits to the College Administrator's Office for approval | Issue pre-numbered Petty Cash Voucher | None | 1 minute | Collections Officer<br>PCCM |
| 3. Submits the Approved Petty Cash Voucher | Release the cash needed | None | 1 minute | Collections Officer<br>PCCM |

| | | | | |
|---|---|---|---|---|
| 4. Submits the Original Copy of Certificates of Appearance, Original Official Receipts or pictures and signs the Liquidation Submitted portion of the Petty Cash Voucher | Checks the accuracy and Attach the Original Copy of Certificates of Appearance, Original Official Receipts, or pictures in the Petty cash Voucher | None | 2 minutes | Collections Officer<br>PCCM |
| End of Transaction = 5 minutes | | | | |

### 3.2.3. Processing of Project Proposal funding under General Fund

Procedure for provisions of the release of budget and request of fund by requesting office or department reflected in their corresponding PPAs and AIPs.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Finance Section | | | |
| **Classification:** | Complex - Multilevel Processing | | | |
| **Type of Transaction:** | G2C Government to Client / G2C Government to Government | | | |
| **Who may avail:** | Teaching and Non-teaching Personnel | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Project Proposals | | Client | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit Project Proposal and signs the Transaction Logbook | 1. Check the Programs/Projects/Activities if included in the AIP, PPA, PPMP and the contents of the Project Proposal | None | 10 minutes | Finance Officer<br>PCCM |
| | 2. Submits the Project Proposal to the CPDO, Accounting Office and Mayor's Office for approval | None | 5 working days | Finance Officer<br>PCCM |
| | 3. Submits copy of approved Project Proposal to the Requesting Personnel | None | 3 minutes | Finance Officer<br>PCCM |
| End of Transaction = 5 working days and 8 minutes | | | | |

### 3.2.4. Processing of Purchase Requests

Procedure for provisions of purchase / procurement by request office or department.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Finance Section | | | |
| **Classification:** | Simple – Multilevel Processing | | | |
| **Type of Transaction:** | G2C /Government to Client - G2C Government to Government | | | |
| **Who may avail:** | Teaching and Non-teaching Personnel | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Project Procurement Management Plan | | Client | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit list of Supplies or Equipment and signs the Transaction Logbook | • Check list in the Project Procurement Management | None | 10 minutes | Finance Officer<br>PCCM |
| | • Encodes supplies or equipment in the Purchase Request Form | None | 1working day | Finance Officer<br>PCCM |
| | • Let the requesting personnel signs the Purchase Request | None | 3 minutes | Finance Officer<br>PCCM |
| | • Submits the Purchase Request to the General Services Office | None | 1 working day | Finance Officer<br>PCCM |
| End of Transaction = 2 working days and 13 minutes | | | | |

## 4. Physical Plant and Facilities Division

In the furtherance of the CoVID-19 situation, the recourse of the College in establishing Institutional and Office Heath Protocols is necessary and vis-a-vis obligatory to mitigate and control the spread of CoVID-19, and therefore not to compromise the health-safety and welfare of the public.

As deterrence, this is an effort to regulate and warrant the safety of all concerned, the College enforces the following guidelines based on the key elements of health standards prescribed by the DOH, IATF and CHED in all HEIs.

### 4.1 General Services Section - Utility and Maintenance Services

Shall be responsible in ensuring the total structure of the College, its premises, furniture and fixtures, properties and facilities are in good and working condition. The section also submits an inventory of status of all offices, classrooms, and function rooms as to serviceability of electrical appliances (I.e., electric fans, air-conditioning units, lighting system, technical and sound system, and the like). The section ensures the cleanliness and orderliness of the college premises, supervises the building and maintenance personnel, and assign specific task to the utility workers; and perform other functions that may be assigned to them from time to time.

### 4.1.1 Cleaning and Maintenance Services

Provision of clean and conducive learning and work environment.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | General Services Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client (Routine Activity) | | | |
| **Who may avail:** | PCCM Community | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Request form;<br>• School I.D. (for students) | | PCCM Main / Annex (Administrative Office – Property Office) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Secure a filled-out request form for cleaning of room(s), offices, and facilities. Scheduled cleaning of offices can be also requested | • Verify the authenticity of the requirement submitted<br><br>• Dispatch available utility worker(s) for cleaning and grooming of room or facility | None | 45 minutes | AOV/PPFO Head<br><br>PCCM<br><br>Property Custodian /Utility and Maintenance Officers<br><br>PCCM |
| End of Transaction = 45 minutes | | | | |

### 4.1.2 Repair Works

Provision of maintenance, reparation and construction work for unserviceable facilities and other resources.

| | | | | |
|---|---|---|---|---|
| **Office or Division:** | Physical Plant and Facilities Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / College to Client | | | |
| **Who may avail:** | All College Students, Faculty and Office Personnel | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Request letter / Request Form<br>• Incidence Report<br>• School I.D. (for students) | | PCCM Main / Annex (Administrative Office – Property Office) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |

| | | | | |
|---|---|---|---|---|
| Provide a request letter or incident report for damage facilities or equipment requested for repair works or replacements. | • Verify the authenticity of the requirement submitted<br><br>• Request tools and equipment to Property Custodian (if available)<br><br>• If tools and equipment are not available, request and obtain budget on Finance Office for purchase<br><br>• Dispatch available utility worker(s) for repair works<br><br>• If the severity of repair is unmanageable, request City General Service Office for Assistance | None | 1 hour | AOV/PPFO Head<br><br>PCCM<br><br>Property Custodian /Utility and Maintenance Officers<br><br>PCCM<br><br>Finance Officer<br>PCCM<br><br>AOV/PPFO Head<br><br>PCCM<br><br>Property Custodian /Utility and Maintenance Officers<br><br>PCCM<br><br>City General Service Office |
| End of Transaction = 1 hour | | | | |

### 4.1.3 Transfer of Equipment

Provision for the prompt mobility and transfer of equipment and other requested material resources.

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| **Office or Division:** | Physical Plant and Facilities Section | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C / Government to Client | | | |
| **Who may avail:** | All College Students, Faculty and Office Personnel | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Request letter<br>• School I.D. (for students) | | PCCM Main / Annex (Administrative Office – Property Office) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Secure filled-out request form for the transfer of school | • Verify the authenticity of the | None | 1 hour | AOV/PPFO Head<br><br>PCCM |

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| equipment within or outside the college. | requirement submitted<br>• Request tools and equipment for transfer to Property Custodian<br>• Dispatch available utility worker/s for equipment and tools transfer | | | Property Custodian /Utility and Maintenance Officers<br>PCCM<br>AOV/PPFO Head<br>PCCM |
| End of Transaction = 1 hour | | | | |

### 4.2 Property Section

Shall be responsible and liable for keeping and maintaining the safety of all materials and equipment of the college and its laboratories. The section also performs the distribution or disposal of the supplies to each department, issues supplies, tools and equipment to the offices or staff, receives deliveries of the following: school supplies, office supplies, books, magazines, laboratory equipment, laboratory chemicals, etc., takes picture of the delivered supplies/ equipment and submits the report to the office of the General Services Officer, encodes and records all the delivered supplies and equipment from the date and time of delivery, labels the donated equipment or item properly (I.e. catalogues, manuals and similar identification will be encoded to the office of the College Property Office), prepares and conducts monthly inventory of equipment borrowed and those that are assigned to different department /offices, regularly monitors the supplies and equipment of the college, prepares the equipment and materials needed for students and faculty activities, checks and logs received and borrowed / returned item(s) among others.

#### 4.2.1 Borrowing and use School Facilities and Issuance of Supplies Materials and Equipment

Procedures in the administration of prompt response and proper disposition on request for school facilities and equipment, supplies and materials.

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|---|---|
| **Office or Division:** | Property / General Services Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C / Government to Client |
| **Who may avail:** | All Bonafede students and College Personnel |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| • Borrower's slip.<br>• Requisition and Issue slip.<br>• Property Memorandum receipts addressed to the Administrative Officer - V for approval | PCCM Main / Annex (Administrative Office – Property Office) |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit Requisition letter or borrower's slip | • Issue and check entries in request form<br>• Submit letter and borrower's slip signed and approved by the AO-V / PPFO<br>• Present and surrender ID to the property officer<br>• Receiving the item or returning the item then fill-out the user logbook | None<br>None<br>None | 3 minutes<br>3 minutes<br>4 minutes | Property Custodian<br>PCCM<br>AOV /PPFO Head<br>PCCM<br>Property Custodian<br>PCCM<br>Property Custodian<br>PCCM |
| 2. Request for office equipment and other supplies | • Check approved items requested<br>• Issue approved requested school supplies / equipment from available stocks<br>• Prepare memorandum receipt (MR) of the distributed supplies requested | None<br>None | 5 minutes<br>5 minutes | AOV /PPFO Head<br>PCCM<br>Property Custodian<br>PCCM<br>Property Custodian<br>PCCM |
| 3. Delivery of item to school property | • Accept and inspect items delivered<br>• Take pictures of each items delivered<br>• Catalog, label items with similar identification | None<br>None<br>None | 5 minutes<br>15 minutes<br>15 minutes | Property Custodian<br>PCCM<br>Property Custodian<br>PCCM<br>Property Custodian<br>PCCM |

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| | • Submit the report of the office to the general servicer | None | ½ day | Property Custodian<br>PCCM |
| 4. Inventory Report | Make inventory of equipment assigned to different departments/offices each semester | None | ½ day | Property Custodian<br>Tool Keeper<br>PCCM |
| 5. Receive property return slip | Receive, list and take pictures of procured items (if delivered items have damages; return item back to City Government) | None | 5 minutes | Property Custodian<br>Tool Keeper<br>PCCM |
| End of Transaction (approx.) 1 working day and 40 minutes | | | | |