



I. MANDATE

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

II. MISSION

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

III. VISION

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

IV. SERVICE PLEDGE

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

- Providing you with efficient service rendered by courteous personnel from 8:00am to 5:00pm without noon break and extend, whenever circumstances require until 8:00PM, of in-demand/or critical service areas for your benefit;
- Holding our staff responsible for all their actions by swiftly acting on your queries and complaints within a day through our Officer of the Day at designated Help Desk, web mail services and Text Services and take corrective measures to improve our services;
- Implementing quality management service on all areas of concern in order to shorten the processing period for all our services by adhering to the time schedules of our frontline services;
- Leading in providing non-discriminatory services to women, physically incapable, differently-abled, senior citizens and other disadvantage sectors of our society by attending to their special needs, comments, suggestions and other concerns;
- Striving for clean, honest, morally-efficient, God-fearing bureaucracy which will become a model among State Universities and Colleges;
- Committing to guarantee that our services will be graft –free and fixer- free so that our standard of delivering services will remain at all times open and transparent;
- Accepting criticisms, comments, suggestions and recommendations from our Clients as a means of improving our services, disciplining those staff who falls short of your expectations, or conversely rewarding those who have rendered exemplary services.





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

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Request for Certificate of No Pending Cash Advance

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

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Permanent Employee			
CHECKLIST OF REQUIREMENT / S			WHERE TO SECURE	
1. Approved Request for Certification of No Pending Cash Advance			Originating Office	
2. Received copy of Liquidation Report and/or Official Receipt (if applicable)			Requestor	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request for issuance of Certificate of No Pending Cash Advance.	1. Check if the request was duly approved by authority; 1.1. Check if it is for public purpose and with definite period; 1.2. If No, return the Request (with notation) 1.3. If Yes, receive the request. 1.4. Log in to Record book with date and time of receipt; 1.5. Inform the requestor of the date of release of Certification; 1.6. Process the Certification;	None	30 Minutes	Support Staff
2. Claim the Certification on date of release	2. Release the original copy of Certification to requestor or authorized representative (if any)	None	30 Minutes	Support Staff
TOTAL		None	1 Hour	



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Online Application for PhilSCA Admission Test (PhilSCAAT)

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

Office or Division:	Admission Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Incoming Freshmen and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Link to Online Application , https://philscab.pinnacle.com.ph/aims/applicants/index.php		Official FB page of PhilSCA		
2. Scanned copy of Senior High School Card (for Freshmen)		Provided by Freshmen / Transferees Students		
3. Transcript of Records (for Transferees)				
4. Scanned copy of Certificate of Good Moral Character				
5. Scanned copy of 1x1 picture				
6. Scanned copy of Honorable Dismissal (for Transferees)		PhilSCA Medical Clinic/ Medical certificate from Ophthalmologist		
7. Scanned copy of Ishihara Test Result (BSAT, Aero, AAMT AAET & BS AvComm)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open the link for the online application https://philscab.pinnacle.com.ph/aims/applicants/index.php , fill-out all the necessary information and upload scanned copy of all needed requirements then submit the application online	1. Evaluate and approve uploaded scanned requirements as to completeness and validity. 1.1. Assign the date of Entrance Exam 1.2. Process the application as completed documents. 1.3. Email the admission test permit to the applicant.	None	10 minutes	Asst. Registrar for Admission/Staff
2. Applicant will receive, download and print the exam permit to be presented during the date of admission test.				
TOTAL:		None	10 minutes	



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Application for Career Placement Examination

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

Office or Division:	Admission Office/Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Incoming 3 rd Year of BSAMT and BSAET			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of official candidates for graduation		PhilSCA Registrar's office		
2. Evaluation of Grades for Associate Program (Returnee Students)		PhilSCA Registrar's office		
3. Application Form		Admission office		
4. 1x1 picture		Personal copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement for evaluation	1.1 Check and evaluate requirements Issue Application Form	None	3 minutes	Asst. Registrar for Admission/Staff
2. Fill out the Application Form legibly	2. Check the Application Form if it is legibly written and with complete data	None	3 minutes	
3. Proceed to Collecting Office for payment	3. Accept payment and issue Official Receipt	PHP 300.00	5 minutes	Cashier/Collecting Office
4. Present the official receipt to the Admission Office	4. Issue test permit for Career Placement Examination	None	3 minutes	Asst. Registrar for Admission/Staff
5. Receive test permit for Career Placement Examination		None	1 minute	Asst. Registrar for Admission/Staff
TOTAL:		PHP 300.00	15 minutes	



Application for the Entrance Examination of Foreign Students

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

Office or Division:	Admissions Office/ Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Foreign Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scholastic Records / Transfer Credentials		1. Provided by Foreign Students duly authenticated by the Phil. Foreign Service Post		
2. Student Personal History Statement		2. Provided and duly signed by the student		
3. (5 copies)				
4. Notarized Affidavit of Support		3. Provided by the student		
5. Alien Certificate of Registration (ACR)		4. Provided by the student		
6. Passport		5. Provided by the student duly authenticated by the Phil. Foreign Service post		
7. Police Clearance		6. Provided by the student duly authenticated by the Phil. Foreign Service post		
8. Medical Health Certificate		7. Authorized physician		
9. Link to Online Application , https://philsca-b.pinnacle.com.ph/aims/applicants/index.php		8. Official FB page of PhilSCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement for evaluation	1. Check and evaluate documents as to school requirements. 1.1. Advise applicant for Online Application	None	10 minutes	Asst. Registrar for Admission/Staff
2. Open the link for the online application https://philsca-b.pinnacle.com.ph/aims/applicants/index.php , fill-out all the necessary information and upload scanned copy of all needed requirements then submit the application online	2. Evaluate and approve uploaded scanned requirements as to completeness and validity; 2.1. Email the applicant to pay for the entrance examination fee at PhilSCA collecting office	None	minutes	



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3. Proceed to Collecting Office for payment	3. Accept payment and issue Official Receipt	PHP 2,000.00	5 minutes	Cashier/ Collecting Office
4. Present the official receipt to the Admission Office	4. Issue test permit for PhilSCA Admission Test	None	3 minutes	Asst. Registrar for Admission/Staff
5. Receive PhilSCA Admission Test Permit		None		
TOTAL:		PHP 2,000.00	23 minutes	



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Application for the TES Scholarship

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

Office or Division:	Admissions Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Certificate of Registration		Registrar's office		
2. Certificate of Indigency		Barangay		
3. TES Application Form		Admissions office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Make an announcement or a call for interested applicants for TES scholarship thru social media posting	None	10 minutes	Scholarship Coordinator/ Staff
2. Submission of requirements for evaluation	2. Check and evaluate requirements; 2.1. Encode TES applicant's information at the CHEd Portal	None	10 minutes	
3.	3. Submit encoded information to TES portal	None	5 minutes	Scholarship Coordinator/ Staff
TOTAL:		None	25 minutes	



Conduct of PhilSCA Admission Test (PhilSCAAT)

Administering Entrance Examinations to student applicants for Admission.

Office or Division:	Guidance Services Unit/Admission Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Incoming Freshmen and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Examination Test Permit		Admission Office		
2. Valid ID		Examinee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive at the Testing Center on the scheduled date	1. Verify test permit and ID	None	10 minutes	Examination Proctor
	2. Orient examinees on the Exam and Admission process, and administer the exam	None	4 hours	Examination Proctor
3. Student takes the admission test	3. Manual Scoring and encoding of exams	None	3 months	Psychometrician
	4. Forward the final List of Results to the Admission Office and VPAA for appropriate action	None	1 day	Personnel In-Charge, GSU / Asst. Registrar for Admissions
TOTAL:			3 months, 1 day, 4 hours, 10 minutes	



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

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

Office or Division:	Auxiliary Services and Resource Generation/Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	PhilSCA Students, Employees, and outside stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Provided by the Client		
2. Request form for Use of PhilSCA Facility (PhilSCA AUX Form No. 4)		Auxiliary Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party applies and fill-up request form available at the Auxiliary Services and submit it to the Auxiliary Services Personnel	1. Evaluate the request and compute the cost of rental and submit for approval by the Director for Auxiliary	None	5 minutes	Auxiliary Personnel; Director for Auxiliary
	1.1. Approval of the Director for Administrative Services for proper coordination of scheduling of facilities.	None	10 Minutes	Director for Administrative Services
2. The Client shall pay the obligation at the Collecting Office as stipulated in the Contract	2. Payment of the rental is paid at the Collecting Office.	Amount as reflected in the request form	5 minutes	Collecting Office
TOTAL:			20 minutes	



Application for Space Rental

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

Office or Division:	Auxiliary Services and Resource Generation/Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	PhilSCA Students & Employees, and External Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Proposal Letter / Letter of Intent			Provided by clients	
2. Space Rental Application Form			Auxiliary Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Public announcement of Director for Auxiliary Services for available space/stall for rent	None	1 minute	Auxiliary Personnel ; Director for Auxiliary
2. Submit proposal at the Office of Auxiliary for review and for consideration	2. The Auxiliary Office shall review the proposal.	None	3 minutes	
3. Sign the agreement and submit the list of requirements.	3. Upon approval of the proposal, a form which will serve as an agreement is executed between the renters, the head of the Institution to effect the undertaking together with the requirements.	None	1 minute	Director for Auxiliary/ Director for Administrative Services
4. Pay the obligation at the Collecting Office as stipulated in the Application Form	4. Collection of obligatory fees based on the stipulated amount in the application form.	As reflected in the duly approved Form	5 minutes	Collecting Office
5. The Client is obligated to	5. The Auxiliary Office will assign the	None	3 minute	Director for Auxiliary





comply with the rules and regulations as stated in the Application Form	designated area for the short-term concessionaire and shall remind the client about the agreement's scope and coverage as stipulated in the agreement.			
TOTAL:			11 minutes	



Issuance of Test Booklets

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

Office or Division:	Auxiliary Services and Resource Generation/Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	PhilSCA Enrolled Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Registration Form; 2. Official Receipt			Provided by Students; Collecting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students shall present certificate of registration	1. Verification and checking of subjects enrolled	Php 7.00 / test booklet	2 minutes	Collecting Office
2. Student receives the test booklet.	2. Issuance of Test Booklets (Preliminary, Midterm & Finals) as enrolled	None	2 minutes	Auxiliary Personnel
TOTAL:		Php 7.00 / test booklet	4 minutes	



Application for Space / Rental (LONG-TERM)

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

Office or Division:	Auxiliary Services and Resource Generation/Collecting Office/Office of the President/Resource Generation Development Committee			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	PhilSCA Students, Employees, and Outsiders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proposal Letter / Letter of Intent		Provided by clients		
0. Application Form		Provided by the Auxiliary Services and Resource Generation Office		
0. Contract/Agreement		Provided by the Auxiliary Services and Resource Generation Office upon settlement of all the terms and conditions.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Public announcement of Director for Auxiliary Services for available space/stall for rent	None	1 minute	Auxiliary Personnel; Director for Auxiliary
2. Submit proposal at the Office of Auxiliary	2. Review and endorse the proposal to RGDC	None	1 Day	Resource Generation Development Committee
3. Sign the contract/agreement	3. Upon approval of the proposal, a contract must be signed for both parties as well as the witness.	As reflected in the duly approved form.	3 days	College President / Director for Auxiliary/ Lessee/ Concessionaires
4. Pay the obligation at the Collecting Office as stipulated in the Contract	4. Collection of obligatory fees based on the stipulated amount in the contact.	As reflected in the duly approved Form	5 minutes	Collecting Office
TOTAL:			4 days and 9 minutes	





Application for Space / Rental (Accommodation)

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

Office or Division:	Auxiliary Services and Resource Generation/Collecting Office/Office of the President/Resource Generation Development Committee				
Classification:	Complex				
Type of Transaction:	Government to Citizen				
Who may avail:	PhilSCA Students & Employees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1.	Letter of Intent	Provided by clients			
0.	Application Form	Provided by the Auxiliary Services and Resource Generation Office			
0.	Contract/Agreement	Provided by the Auxiliary Services and Resource Generation Office upon settlement of all the terms and conditions.			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	1. Public announcement of Director for Auxiliary Services for available room rental/lease.	None	1 minute	Auxiliary Personnel; Director for Auxiliary	
2.	2. Submit Application form and letter of intent at the Office of Auxiliary	None	1 day		
3.	3. Sign the contract/agreement	None	3 days	College President / Director for Auxiliary/ Lessee	
4.	4. Client shall pay the obligation at the Collecting Office as stipulated in the Contract	4. Collection of obligatory fees based on the stipulated amount in the contact.	As reflected in the duly approved Form	5 minute	Collecting Office
TOTAL:			4 days and 9 minutes		





Application for Vehicle Parking Sticker/Decal

Office or Division:	Auxiliary Services and Resource Generation			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	PhilSCA Students & Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Provided by the Auxiliary Services and Resource Generation Office		
0. Official Receipt		Collecting Office upon approval of the application form.		
0. Documentary Requirements (License, OR/CR/ Authorization letter, 2x2 ID picture, etc. whichever may be applicable)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Public announcement of Director for Auxiliary Services on the application procedures	None	1 minute	Auxiliary Personnel; Director for Auxiliary
2. Submit Application form together with the documentary requirements at the Office of Auxiliary for review and for consideration	2. Review the documents and the application form.	None	3 minutes	
	2.1 Upon Initial review, the application form will then be submitted to the Office of Director of Administrative Services	None	10 minutes	Auxiliary Personnel; Director for Auxiliary/ Director for Administrative Services
	2.2 Upon Approval of the	None	10 minutes	Auxiliary Personnel; Director for



	Director for Administrative Services, the application form together with the documentary requirements will be forwarded to the CAO office/RGDC chair for Approval			Auxiliary/ Director for Administrative Services/ Chief Administrative Officer
3. Pay the obligation at the Collecting Office as stipulated in the Application form	3. Collection of obligatory fees based on the stipulated amount in the application form.	P150 for Students P120 for Employees (4 wheeled) P100 for all 2 Wheeled Vehicle	3 minute	Collecting Office
4. Submit the copy of the Official Receipt to the Office of Auxiliary Services	4. The Auxiliary Office releases the decal/sticker and assigns the parking slot area designated.	None	1 minute	Director for Auxiliary/ Clients
	4.1 Endorse to the CSSO to install the sticker/decal	None	5 minutes	CSSO
TOTAL:			33 minutes	



Request of Certificate of Budget Availability

The Certificate of Budget Availability is a certification issued by the PhilSCA Budget Office as part of the attachment for the processing of claims and different financial requests.

Office or Division	Budget Office / Finance Division			
Classification	Simple			
Type of Transaction	Government to Government			
Who may avail	All PhilSCA Employees			
CHECKLIST OF REQUIREMENT / S			WHERE TO SECURE	
1. One (1) Copy of Request Form for issuance of Certificate of Budget Availability			Budget Office	
2. One (1) Original and One (1) Photocopy of Operational Plan (for conduct of school activities)			Requesting Unit	
3. One (1) Original and One (1) Photocopy of Requisition and Issue Slip and Purchase Request (for procurement of supplies, materials, repairs and maintenance)			Requesting Unit	
4. One (1) Original and One (1) Photocopy of Terms of Reference (for bidding of goods, services, consultancy, infrastructure)			Requesting Unit	
5. One (1) Original and One (1) Photocopy of Request Letter and Itinerary of Travel (for travel with official function and participation to trainings, seminars, conferences)			Requesting Unit	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Request Form for the Issuance of Certificate of Budget Availability	1. Provide the Request Form to the Requesting / Concern Personnel	None	1 minute	Requesting / Concern Personnel
2. Submit the copy of Request Form together with the original and photocopy of needed requirements to the Budget Staff	2. Receive the copy Request Form and attached documents. 2.1. Verify the completeness of the documents. If not complete, return to the requesting unit;	None	2 minutes	Budget Office Staff



	<p>2.2. If complete, assign control number on the Request Form based on Control Logbook maintained for the purpose</p>			
	<p>3. Verify the availability of allotment / budget based on the approved appropriations and Program of Receipts and Expenditures.</p> <p>3.1. If allotment / budget is available, prepare Certificate of Budget Availability.</p> <p>3.2. If allotment / budget is not-available, prepare Certificate of Non-Availability of Budget.</p>	None	15 minutes	Budget Office Staff
	<p>4. Forward to the Head of the Budget Office for review and approval</p>	None	1 minute	Budget Office Staff
	<p>5. Review and verify the correctness of the certification and the availability of the allotment and budget</p> <p>5.1. If correct, signed and certification and return to the Budget Office Staff for releasing to the</p>	None	30 minutes	Head, Budget Office





	concerned / requesting office			
	6. Receive the signed copy of certification and sort the original and photocopy of documents.	None	1 minute	Budget Office Staff
7. Receive the Certificate of Budget Availability from the Budget Office Staff	7. Release the signed certification together with the original copy/ies of documents. The photocopy/ies of documents will be retained as part of the Budget Office file	None	5 minutes	Budget Office Staff
TOTAL			55 Minutes	



Process of Cultural Affairs Unit Performing Groups Internal Performance Requests

Providing the performance for every College Activities and Events.

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



Process of Cultural Affairs Unit Performing Groups Outside Performance Requests

Providing the performance for every outside events.

Office or Division:	Cultural Affairs Unit			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Inviting Party (Outside PhilSCA)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Invitation Letter & Request Form; 2. Travel Mission Order; 3. Evaluation Form 			Cultural Office Office of the President Cultural Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Invitation letter addressed to the College President thru CAU Coordinator	1.1 Accept and submit invitation letter for endorsement to the Office of the College President (if disapproved, end of transaction)	None	1 day	Dean of OSA/CAU Head /Trainers Group Representative
	1.2 If approved, submit to OSA complete copy requirements as per CMO No. 63 s. 2017 1.3 Submission of request to Office of College President duly recommended by the OSA and VPAA 1.4 Issuance of Travel/Mission Order	None	3 days	
2. Received confirmation	2. Follow up request thru phone or in-person	None	1 day	
3. Accomplish evaluation form	3. Distribute evaluation form if the request is granted after the performance.	None	10mins	
TOTAL		None	5 days and 10 minutes	



Process of Cultural Affairs Unit for Audition

Application and Audition for New Members

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



Issuance of The Secretary's Certification

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

Office or Division:	College and Board Secretary Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government/G2C Government to Citizen			
Who may avail:	PhilSCA Official/Employee/Proponent of the proposal/Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OCBS Request Form		Office of the College and Board Secretary.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the OCBS to get a printed copy of the OCBS Request Form.	1. Provide a printed copy to the client.	None	1 minute	OCBS Staff
2. Submit the form with the complete details.	2.1 Receive and check the details of the OCBS Request Form	None	5 Minutes	OCBS Staff
	2.2 Retrieval of data/file		3 days	OCBS College President
	2.3 Signing of the College & Board Secretary, and ATTESTATION by the College President as Vice Chairperson of the BOT.		3 days	
3. Receive the certification.	3.1 Issue the Certification	None	5 Minutes	OCBS Staff



	3.2 File the receiving copy and update database.			
TOTAL		None	6 Days, 10 Minutes	





Inclusion of The Proposal in The Agenda of Council or Bot Meeting

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

Office or Division:	College and Board Secretary Office			
Classification:	Complex / Highly Technical			
Type of Transaction:	G2G - Government to Government/G2C -Government to Citizen			
Who may avail:	College Official/Government Employee/Proponent of the proposal/Other Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Completed Staff Work (CSW).		Refer to PhilSCA Memorandum Circular No. 02, Series 2020 or avail at the Office of the College and Board Secretary.		
2. Prepared Executive Brief and CSW depending on the proposal, and powerpoint presentation.		Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the proposal with CSW and submits to the Vice Presidents for review and endorsement to the College President (if in order). If the proponent is the Vice President, the other Vice President/s	1. Vice President receives and reviews the proposal.	None	5 days	Immediate Supervisor Vice Presidents



<p>reviews and endorses the proposal to the College President (if in order).</p> <p><i>*Label the requirements based on the list of CSW and place it in a folder</i></p>				
<p>2. Proceed to OCBS for final CSW assessment.</p>	<p>2.1 Receive and check the completeness of the CSW</p> <p>2.2 Provide a certification on the completeness of CSW form signed by the College and Board Secretary (OCBS) addressed to the College President.</p>	<p>None</p>	<p>1 day</p>	<p>College and Board Secretary</p>
<p>3. Proceed to the Office of the College President (OPres) and secure approval for inclusion in the Council or BOT agenda folder.</p>	<p>3.1 Return the proposal folder to the OCBS (if approved) for inclusion in the agenda.</p> <p>3.2 Return the proposal folder to the proponent (if for further review or disapproved for inclusion in the agenda)</p>	<p>None</p>	<p>1 day</p>	<p>OPres Staff</p>



<p>4. Receive an update from the OCBS on Council or BOT action and implements the approved proposal or acts on the directives of the Board or Council (if deferred/disapproved).</p>	<p>4.1 Release implementing order signed by the College President (for approved proposal)</p> <p>4.2 Release notice signed by the College President on Council or BOT directives (for deferred or disapproved proposal)</p>	<p>None</p>	<p>Quarterly (Regular Meeting)</p> <p>Special Meeting (as scheduled)</p> <p>Council Meeting (as scheduled)</p>	<p>College and Board Secretary</p>
<p>TOTAL</p>		<p>None</p>	<p>Approval of the request for inclusion in the agenda: 7 Days</p> <p>Action of the Council or BOT on the proposal: Depends on the schedule of the meeting.</p>	

Request for Use of Facilities (Audio Visual Room-Avr and Board Room)

The Office of the College and Board Secretary provides assistance to other units of the College who wish to use the Audio Visual Room (AVR) and Board Room as a venue for official



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gatherings such as meetings and seminars. These venues are free of charge as long as they are available on the requested schedule or date.

Office or Division:	College and Board Secretary Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/G2C- Government to Citizen			
Who may avail:	College Official/Employee/Accredited Student Organization			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Approved operational plan / proposal / request letter.	Requesting party			
2. Request Form	OCBS			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form indicating the date(s) and time of intended use of facility	1. Receives the request form and reviews requirement/s and checks availability of requested venue. 0. Informs the requesting party of the availability.	None	25 minutes	OCBS and Staff
0. Receives the Request Form	1. Approves or disapproves the request depending on availability.	None	5 minutes	OCBS and Staff



	0. Releases the Request Form with appropriate action indicated.			
TOTAL		None	30 Minutes	

Application & Issuance of Library ID Card (for new students)

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

Office or Division:	College Library
Classification:	Simple



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Type of Transaction:	G2C Government to Citizen			
Who may avail:	New Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (1 Copy)	Registrar's Office – Personal Copy of Students			
2. 1x1 colored picture (1 copy)	Personal Copy			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Registration	1. Check and verify the Certificate of Registration	None	2 minutes	Library Personnel
	1.1. Provide clients with a Library Information Slip			
2. Fill out the Library Information slip and submit 1 copy of a 1x1 colored picture	2. Check and verify entries of the accomplished Library Information Slip.	None	1 minute	Library Personnel
	2.1. Issues the claim slip with the schedule of releasing the Library ID Card.	None	1 minute	Library Personnel
3. Receive the Claim slip	Process Library ID Card	None	2 days	Library Personnel
4. Claim and verify Library ID Card	4. Record and release of Library ID Card	None	5 minutes	Library Personnel
	TOTAL	None	2 days and 9 minutes	

Process of Replacement of Lost Library ID Card

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

Office or Division:	College Library/Collecting Office
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Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (1 copy)		Registrar's Office – Personal Copy of Students		
2. Affidavit of Loss (1 copy)		Notary Public		
3. Order of payment		Library Office		
4. Official Receipt		Collecting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Affidavit of Loss and Certificate of Registration	1. Receive and verify Affidavit of Loss and Certificate of Registration; 1.1. Issue Order of Payment Slip	None	2 minutes	Library Personnel/
2. Payment of Library ID Card Replacement	2. Issues Official Receipt	PHP 50.00	5 Minutes	Collecting Office
3. Present Official Receipt	3. Verify Official Receipt;	None	1 minute	Library Personnel
	3.1. Process Library ID Card replacement	None	1 day	
4. Check and verify the Library ID Card	4. Record and release of Library ID Card	None	5 minutes	Library Personnel
TOTAL		PHP 50.00	1 day and 13 minutes	





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

Providing all the information on the renewal of Library ID card

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration		Registrar's Office – Personal Copy of Students		
2. Library ID Card		Personal Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Certificate of Registration and Library ID Card	1. Receive and Verify the Certificate of Registration and Library ID Card	None	1 minute	Library Personnel
	1.1. Validate Library ID Card for the current semester enrolled.	None	2 minutes	
2. Receives the newly validated Library ID Card	2. Record and release validated Library ID Card	None	2 minutes	Library Personnel
	TOTAL	None	5 minutes	



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

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

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Students, Faculty and Administrative personnel, students from other school			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library ID Card		Library Office		
2. Employees ID		Personal Copy		
3. Referral Letter		Personal Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For student present Library ID Card	1. Verify and acknowledge the ID's presented and the referral letter	None	5 minutes	Library Personnel
1.1. For faculty and admin personnel, present any valid ID				
1.2. For alumni, present any valid ID				
1.3. For students from other schools, present ID and referral letter from the Librarian				
2. Search the needed books/ theses	2. Assist the library borrowers in the Online Public Access Catalog (OPAC)	None	5 minutes	Library Personnel
	2.1. Provide the list of theses	None	1 minute	
3. Receives the borrowed books/ theses	3. Provide and check-out the Reserve Books and theses borrowed	None	2 minutes	Library Personnel
4. Return borrowed book/ theses	4. Return ID to the borrower and check-in book/ theses in the OPAC	None	3 minutes	Library Personnel
	4.1. Return book/s theses in the shelf	None	2 minutes	
TOTAL		None	18 minutes	



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

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

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Students, Faculty and Administrative personnel, students from other school			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library ID Card		Library Office		
2. Employees ID		Personal Copy		
3. Referral Letter		Personal Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For student present Library ID card, 1.1. For faculty and admin personnel, present any valid ID 1.2. For alumni, present any valid ID 1.3. For students from other schools, present ID and referral letter from their Librarian	1. Verify and acknowledge the ID's presented and the referral letter	None	5 minutes	Library Personnel
2. Search the needed books	2. Assist the library borrowers in the Online Public Access Catalog (OPAC)	None	5 minutes	Library Personnel
3. Note the call number and proceed to the shelves	3. Assist in locating books	None	10 minutes	Library Personnel
4. Return the books to the cart	4. Return books in the shelf	None	3 minutes	Library Personnel
TOTAL		None	23 minutes	



Lending Out Books for Home Use

Defines the lending out books for home use.

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



Returning Books for Home Use

Defines the returning of books for home use.

Office or Division:	College Library/Collecting Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library ID Card		Personal Copy		
2. ID Card (Students/Employees)		Personal Copy		
3. Official Receipt		Collecting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the book on prescribed due date	1. Receive and inspect the book for any discrepancies	None	3 minutes	Library Personnel
	1.1. Inform the borrower, if subject for fines <i>*amount to be collected based to the approved library manual</i>	None	2 minutes	
	1.2. Issue of Payment Slip	None	1 minute	
2. Payment of Library Fines	2. Issues Official Receipt	<i>*Reserve Section</i> P 5.00 – for the first hour (10 am) P 2.00 – for each succeeding hour	5 minutes	Collecting Office



		<p>P 15.00 – for one day (<i>Library Manual</i>)</p> <p><i>*Circulation & Filipiniana Section</i></p> <p>P 2.00-a day excluding holidays Saturdays & Sundays</p> <p>(<i>Library Manual</i>)</p>		
3. Present Official Receipt	3. Verify Official Receipt	None	1 minute	Library Personnel
	3.1. Return the Library ID Card of the borrower	None	1 minute	
	3.2. Check-in the book in the Library system and activate the book.	None	1 minute	
	3.3. Return books in the shelf	None	3 minutes	
TOTAL		None	17 minutes	



Process for Online Reference Services

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

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library ID Card		Personal Copy		
2. ID Card (Students/Employees)		Personal Copy		
3. Certificate of Registration		Registrar Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries and present a Library ID Card and COR (for students) and valid ID Card (for employees) through the PhilSCA Library Facebook Page and Messenger	1. Acknowledge the queries.	None	1 minute	Library Personnel
	1.1. Search the information to answer the queries.	None	2 minutes	
	1.2. Scan and send through email all the possible materials requested with a complete bibliographical description of the reference .	None	1 day	
	1.3. Remind the borrower/s that all scanned/digitized materials are for instructional and educational purposes only and not for sale.	None	1 minute	
TOTAL		None	1 day and 4 minutes	



Process of Students/Other Clients Claim for Refund

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

Office or Division:	Collecting Office; Registrar Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Registration;			Registrar's Office	
2. Official Receipt & Application for Refund;			Collecting Office	
3. Certifications (other)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application for refund with slip documents	1. Accept the Application and verify the amount to be refunded by the applicant/client and the correctness/completeness of the attached supporting documents	None	5 minutes	Collecting Officer / Collecting Administrative Staffs
	2. Check the Official receipts, registration form and other supporting documents for computation of total amount to be refunded	None	2 minutes	
	3. Forwarded the application for refund to the Accounting Office for Certification and Noted by the Director for Finance	None	2 minutes	
TOTAL		None	9 minutes	



Payment of Tuition Fees, Miscellaneous and other Fees

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

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

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



Validation for the Higher Free Education (Under RA 109310)

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

Office or Division:	Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-Assessment Form;		Provided by clients		
2. Registration Form		Provided by clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Pre-Assessment Form	1. Validate and update Ledger in the System Billing of Students	None	2 minutes	Collecting Officer / Collecting Administrative Staffs
2.	2. Issue Official receipt of Payment for Tuition Fees, Miscellaneous and Laboratories	As per Assessment	1 minute	
TOTAL:			5 minutes	



Payment thru Online LandBank

To provide the students and other client of the basic documents thru Online Payment

Office or Division:	Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students, Parents/Guardians of Students, other clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-Assessment Form		Provided by clients		
2. Deposit Slip for Issuance of Official Receipt		Provided by clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Pre-Assessment Form and validated Deposit Slip issued by the Landbank of the Philippines and COR	<ol style="list-style-type: none"> To validate and update student ledger in the System Issue Official Receipt on the deposited amount by the clients 	As per Assessment	2 minutes	Collecting Officer / Collecting Administrative Staffs
TOTAL		As per Assessment	2 minutes	



Monitoring of Students on Academic Probation

To provide guidance services to students who are on Academic Probation.

Office or Division:	Guidance Services Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Academic Evaluation Form (1 copy)		Registrar Office		
2. Probationary / Monitoring Form (1 copy)		Guidance Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present academic evaluation form together with filled-out probationary slip	1. Evaluate submitted requirements	None	5 minutes	Psychometrician
2.	2. Interview students and issue a confirmation form; 2.1. Create a timesheet for daily logs of probationary students	None	10 minutes	Psychometrician
3. Receive the confirmation form and proceed with enrolment; 3.1. For the whole semester, daily log in and log out at the Guidance Office	3. Monitor daily attendance and performance of students	None	10 minutes	Psychometrician
4. Submit reflection after the semester	4. Give certificate of completion	None	5 minutes	Personnel In-Charge, GSU
TOTAL		None	30 minutes	



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Conduct of PhilSCA Admission Test (PhilSCAAT)

Administering Entrance Examinations to student applicants for Admission

Office or Division:	Guidance Services Unit/Admissions Office/VPAA/OCBS			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Incoming Freshmen and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Examination Test Permit		Admissions Office		
2. Valid ID		Personal Copy of Examinee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive at the Testing Center on the Scheduled Date and Time	1. Verify test permit and ID	None	10 minutes	Examination Proctor
2.	2. Orient examinees on the Exam and Admission process, and administer the exam	None	4 hours	Examination Proctor
3. Take the admission test	3. Manual Scoring and encoding of exams; 3.1. Forward the Results to the Admissions Office and VPAA for appropriate action; 3.2. Submit the results for posting	None	3 months	Psychometrician /Asst. Registrar for Admissions and VPAA
4. Check the PhilSCAAT result	4. Posts the results in official website	None	5 days	College and Board Secretary
TOTAL		None	3 Months, 5 Days, 4hrs and 10mins	



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Exit Survey and Interview for Graduating Students

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

Office or Division:	Guidance Services Unit/Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Exit Survey/Interview Form		Guidance Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Respond to the Exit Survey Form	1. Evaluate responses for a possible need for intervention.; 1.1. Identify students needing intervention and schedule them for exit interviews/ counseling; 1.2. If needed, inform students of their schedule for interview	None	20 minutes	Psychometrician
2. Attend scheduled exit interview	2. Interview/counsel students to help them prepare for their career exit after graduation	None	30 minutes	Personnel In-Charge, GSU
3. Receive Exit Survey completion slip	3. Issue exit survey completion slip to the student for submission to the Registrar's Office	None	5 minutes	Personnel In-Charge, GSU / Registrar Staff
	4. Upon completion of the survey, submit the results to the Office of the President thru OSA.	None	2 days	Personnel In-charge, GSU
TOTAL		None	2 Days and 55 minutes	



Request for Certificate of Good Moral Character

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

Office or Division:	Guidance Services Unit/Office of Student Affairs/Collecting Unit			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	PhilSCA Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Good Moral Character Request Form		Guidance Services Unit		
2. One (1) Documentary Stamp		BIR / Municipal City Hall		
3. Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student secures Certificate of Good Moral Character Request Form at the Guidance Services Unit	1. Guidance Personnel provides the Request Form and instructs the student to pay the GMC Fee at the cashier	None	5 minutes	Guidance Personnel
2. Pay the GMC Fee at the Cashier	2. The cashier issues an official receipt to the student	PHP 50.00 - GMC Fee	10 minutes	Cashier
3. The student attaches the Official Receipt to the accomplished GMC Request Form and proceeds to the Office of Student Affairs for clearance	3. . OSA Staff signs the GMC Request form if the student is cleared.	None	10 minutes	OSA Staff
4. Student submits the cleared GMC Request Form to the Guidance Services Unit to process the issuance of Certificate of GMC;	4. GSU Personnel encodes student requests in the GMC Log Sheet and generates the request.	None	2 days	Guidance Personnel



4.1. Student provides a documentary stamp to the Guidance Personnel	4.1. Issue claim stub to the student			
5. Student presents claim stub to the Guidance Services Unit	5. GSU Personnel releases Certificate of Good Moral Character	None	5 minutes	Guidance Personnel
TOTAL		PHP 50.00	2 days, 30 minutes	





Request for Certificate of Employment / Service Record

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

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



Request for Leave of Absence

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

Office or Division:	Human Resource Management Services Division – Leave Administration Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	PhilSCA Regular Employees (Permanent & Temporary)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HRM Form No. 19 (CS Form No. 6 rev. 2020)		HRMSD Office		
2. Refer to Instructions and requirements at the back of HRM Form No. 19		Provided by Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and file application for leave.	1. Receive and verify completeness of required attachments (if needed); 1.2. HRMSD certifies the available leave credits (if any) under 7.A of HRM Form No. 19 and releases the form.	None	5 minutes	Personnel In-charge for Leave Administration Section
2. Re-submit the Form with the recommendation of Immediate Head	2. Approval of application for leave of authorized official	None	1 day	Immediate Head; VPAF (if Admin); VPAA (if Faculty)
3. Receive the approved application for leave	3. Disseminate and/or released the approved application for leave; 3.1. HR Copy will be filed in the 201 file	None	30 minutes	Personnel In-charge for Leave Administration Section
TOTAL:		None	1 day, 36 minutes	



Processing of Application for Employment

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

Office or Division:	Human Resource Management Services Division – Recruitment, Selection and Placement Unit			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CS Form No. 212 Personal Data Sheet	CSC Website: www.csc.com.ph ; or HRMSD Office			
2. Letter of Intent	Provided by the external applicants			
3. Diploma & Transcript of Records				
4. Certificate of Eligibility/License				
5. Performance Evaluation from last 2 rating periods (if applicable)				
6. Evaluation Result from IEC (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to HRMSD Office; or upload documents to www.tinyurl.com/PSCAApplication	1. RSP In-Charge evaluates complete submission of documents	None	1 hour	HRMSD RSP In-Charge
	1.1. If the applicant meets the minimum qualifications, RSP In-charge will be in contact with them for their exam and interview.	None	30 minutes	HRMSD RSP In-Charge



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



Requesting for IT Related Work/Service

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

Office or Division:	MIS Office			
Classification:	Simple			
Type of Transaction:	(G2C) Government to Citizen			
Who may avail:	PhilSCA Employee and Continuing Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form (Form No. MIS-0001)		MIS Office		
2. Endpoint Device with issue		PhilSCA Personnel/Student		
3. Software (if any)				
4. Hardware parts (if any)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished MIS-0001 Form to the MIS technical staff.	1.1 Receive and check the Service Request Form to see if it is legibly written and with complete data necessary for record keeping.	None	5 minutes	MIS Technical Staff
	1.2 Submit the form to the MIS Head for approval or disapproval of the request.	None	2 minutes	MIS Technical Staff
	2.3 The MIS head will approve or disapprove the request and assign a technical staff to do the work if approved through the Job Ticket Form.	None	5 minutes	MIS Head



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



Computer Laboratory Monitoring

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

Office or Division:	MIS Office/ICS/INET/ILAS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	PhilSCA Employee and Continuing Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer Laboratory Monitoring Form (MIS-0003 Form).		MIS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Duly accomplished MIS-0003 Form to the MIS technical staff.	1.1 Receive the MIS-0003 form and check if all necessary data were supplied correctly and completely.	None	3 minutes	Lab Facilitator
	1.2 Noted by the MIS Head.	None	3 minutes	MIS Head
	1.3 Keep the MIS-0003 form for record-keeping purposes.		3 minutes	Lab Facilitator
TOTAL:		None	9 minutes	



Reporting an IT related untoward incidents

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

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



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

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

Office or Division:	MIS Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	PhilSCA Employees and Accredited Student Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Internet Connection Request Form (Form no. MIS-0005)		MIS Office		
2. Device to connect to the internet		PhilSCA Employee and Continuing Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished MIS-0005 Form to the MIS technical staff.	1. Receive and check the MIS-0005 Form if it is legibly written with complete data for device registration. 1.1. Approval or Disapproval of the request.	None	10 minutes	MIS Technical Staff/MIS Head
2. Submit the device	2. Register the device if the request is approved	None	15 minutes	MIS Technical Staff
3. Received the device with internet connectivity	3. Return the device to the requester and file the form for record keeping	None	2 minutes	MIS Technical Staff
TOTAL:		None	27 minutes	



Request to borrow ICT Equipment

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

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



Returning of ICT Equipment

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

Office or Division:	MIS Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	PhilSCA Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ICT Equipment Borrowing Form (Form no. MIS-0006)		MIS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the ICT equipment to the MIS Office and a copy of the borrowing form.	1. Receive and check the returned ICT equipment and mark returned on the borrowing form.	None	10 minutes	MIS Technical Staff/ MIS Head
0. Receive the ICT Equipment borrowing form with the returned mark.	2. Hand over the ICT equipment borrowing form to the borrower with the mark "Returned". 2.1. File the ICT equipment form for record keeping.	None	5 minutes	
TOTAL:		None	15 minutes	



Requesting for LMS COURSE Tagging

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

Office or Division:	MIS Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	PhilSCA Employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Teaching Load			Institute Program Coordinator	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Approved Teaching Load	1. Receive the teaching load and review the requirements	None	5 minutes	MIS Technical Staff
2. Tagged LMS courses	2. Tag all the courses indicated in the teaching load.	None	15 minutes	
TOTAL:		None	20 minutes	



Dormitory Biometric Enrollment

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

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



LMS, Student, and Faculty Portal Password Reset

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

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



Verification of LMS Compliance

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

Office or Division:	MIS Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	PhilSCA Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Compliance Form		Quality Assurance Center		
2. Tagged LMS courses with uploaded syllabi, learning modules, quizzes, activities, and assignments that the students have answered.		MIS Office and Faculty Members		
3. Teaching Load		Faculty Member		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the compliance form and teaching load to the MIS Office	1. The technical staff will verify if the tagged courses have been utilized.	None	10 minutes	MIS Technical Staff
	1.1 The MIS technical staff will write the compliance date and affix his/her initial to the compliance form.	None	3 minutes	
	1.2 The MIS Head will affix his/her signature and put the remarks to the compliance form.	None	3 minute	
2. Receive the compliance form with the signature and remarks of the MIS head.	2. Release the compliance form.	None	2 minutes	MIS Technical Staff
TOTAL:		None	18 minutes	

Walk-In Consultation



philscavab@philsc.edu.ph
Piccio Garden, Villamor, Pasay City



To provide medical care for students and employees.

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

Issuance of Medical Certificate for:

- a) Sick Call
- b) Ailment Limitation



philscavab@philsc.edu.ph
Piccio Garden, Villamor, Pasay City



- c) On-Job Training
- d) Others- e.g. student who will join Sports Fest, PE Requirement

To provide Medical Care to Students and employees.

Office or Division:	Medical Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All PhilSCA Personnel and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel – Office ID		Registrar’s Office		
2. Students – School ID		Registrar’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and sign in the medical logbook	1. Let the personnel/student sign in the medical logbook.	None	1 minute	Nurse
	2. Obtain the record of the personnel/student	None	2 minutes	Nurse
3. Receive Medical Certificate	3. Fill up the medical certificate and affix signature	None	2 minutes	College Physician
TOTAL:		None	5 minutes	



philscavab@philsc.edu.ph
Piccio Garden, Villamor, Pasay City



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

To provide routine Medical and Physical Examination to Students

Office or Division:	Medical Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Continuing Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Students – School ID		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID	1. Verify medical record student	None	1 minute	Nurse
	1.1. Take vital signs and record	None	1 minute	Nurse
	1.2. Examine Student	None	2 minutes	College Physician
2. Receive medical certificate	2. Fill up, sign, and issue the medical certificate	None	2 minutes	College Physician
TOTAL:		None	6 minutes	



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

To provide routine Medical and Physical Examination to Students

Office or Division:	Medical Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All incoming students (new and transferees) who passed PhilSCA Admission Test			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School ID		Personal Copy		
2. Chest-X-ray, CBC and Drug Test		Any DOH Accredited Laboratory or Hospitals		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Chest X-Ray, CBC and Drug Test Results	1. Evaluate the result	None	1 minute	Nurse
2. Fill-up Medical History Form	2. Instruct student in filling-up medical forms	None	4 minutes	Nurse
	2.1. Take vital signs, height, weight and record	None	2 minutes	Nurse
	2.2. Examine the student. Ask related question	None	5 minutes	College Physician
3. Receive Medical Certificate	3. Fill-up, sign, and issue medical certificate	None	2 minutes	College Physician
TOTAL:		None	14 minutes	



Conduct of Ishihara Test

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

Office or Division:	Medical Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Applicants for PhilSCA Admission Test (BSAT, BSAeE, BSAvComm, AAMT, AAET)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any ID card		From present / past school attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID	1. Verify ID presented	None	1 minute	Nurse
	1.1. Verify course to be taken	None	1 minute	Nurse
2. Examination	2. Undergo colorblindness test	None	1 minute	Nurse
	2.1. Affirmation of test results	None	1 minute	College Physician
3. Receive colorblindness test result	3. Sign and issue colorblindness test result	None	1 minute	College Physician
TOTAL:		None	5 minutes	



Issuance of Medical Certificate for Pre-Employment

Provide Medical Certificate for all applicants (Admin & Faculty)

Office or Division:	Medical Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Applicants for employment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any valid ID card		From any government institution		
2. CS Form 211		HRMSD		
3. Medical Laboratory & Neuro-Psychiatric Results (2 copies each)		Any DOH Accredited Laboratory or Hospitals		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID	1. Verify ID presented	None	1 minute	Nurse
	1.1. Verify completeness of requirements	None	1 minute	Nurse
	1.2. Taking of Vital signs	None	2 minutes	Nurse
2. Physical Examination	2. Undergo physical examination	None	5 minutes	College Physician
	2.1. Affirmation of test results	None	1 minute	College Physician
	2.2. Fill up, sign and issue medical certificate	None	2 minutes	College Physician
TOTAL		None	12 minutes	



Request of Certificate of Completion / Serial Number

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

Office or Division	NSTP Department			
Classification	Simple			
Type of Transaction	Government to Citizen			
Who may avail	All Graduates of NSTP Programs			
CHECKLIST OF REQUIREMENT / S		WHERE TO SECURE		
1. None				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Log-Sheet to be provided by the NSTP Department indicating the NSTP Program taken, school year when the NSTP was taken, and contact details.	1. Provide the Log-Sheet to the requesting party	None	1 minute	Requesting Party
0. Receive claim stub from the NSTP Staff	2.1 Provide claim stub and advise the claimant to return on the date and time of the release of the Certification.	None	1 minute	NSTP Staff
	2.2 Verifies the name of the requesting party on the list of NSTP graduates with Serial Number.	None	1 hour	NSTP Staff



	2.2A If the name is found, prepare Certificate of Completion / Serial Number. 2.2B If not found, coordinate with the Registrar's Office on the enrollment record for verification.			
	0. Forward to the NSTP Coordinator for review and approval of the Certification	None	10 minutes	NSTP Staff
	0. Verify the correctness of the certification and review the school year completed and serial number based on the list of the Department 1. If correct, signed the certification and return to the NSTP Staff for recording and releasing to the requesting party	None	1 hour	NSTP Coordinator
	0. Receive the signed copy of certification and record to the logbook intended for the releasing of approved / signed certificate	None	5 minutes	NSTP Staff
7. Receive the signed / approved Certification from the NSTP Staff	7. Release the signed certification to the requesting party	None	5 minutes	NSTP Staff and Requesting Party
TOTAL			2 Hours and 22 Minutes	



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

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

Office or Division	NSTP Department			
Classification	Complex			
Type of Transaction	Government to Citizen/Government to Government			
Who may avail	Schools and Professional Organizations			
CHECKLIST OF REQUIREMENT / S			WHERE TO SECURE	
1. Original Copy of Request Letter / Invitation Letter <i>(the letter must include the date, time and location of the event, and the contact information of the requesting party)</i>			Requesting Party	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original copy of Request Letter / Invitation Letter to the NSTP Coordinator	1. Receive the Request Letter / Invitation Letter	None	1 minute	Requesting Party NSTP Coordinator
0. None	0. Conduct a meeting with the ROTC Cadet Officers regarding the invitation to set the list of Officers who will participate in the event	None	2 hours	NSTP Coordinator ROTC Cadet Officers
0. None	0. Submit the signed waiver to the NSTP Coordinator as part of the requirements for the request of authority to travel	None	1 day	ROTC Cadet Officers
0. None	0. Prepare the Request Letter for	None	1 day	NSTP Coordinator



	authority to travel and participate in the event together with the requirements stipulated in the CHED Memo.			
0. None	0. Forward to the school authorities for signatures	None	2 days	NSTP Staff
0. None	6.1 Received the communication letter. 6.2 Inform the requesting party on the decision regarding the request.	None	1 hour	NSTP Coordinator
0. None	7.1 Prepare necessary documents needed before the date of the event. 7.2 Practice for the Entrance and Exit of Colors.	None	2 days	ROTC Cadet Officers
0. Welcome the ROTC Cadet Officers on the date of the event	0. Travel to the venue of the event on the date and time given by the requesting party	None		NSTP Coordinator ROTC Cadet Officers
TOTAL			6 days, 3 hours, 1 minute	



Process for Posting of Advertisement/ Announcement/ Poster

Allowing students to post announcements and information in school bulletins for their activities.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> OSA request for posting form (OSA Form No. 9) signed by the Adviser Sample materials for posting (1 original copy) 		Office of Student Affairs Personal Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Client shall accomplished & submit OSA Form NO.9 (with attach sample materials for posting) 	<ol style="list-style-type: none"> Receive and check request form & materials for posting; <ol style="list-style-type: none"> Verifies content of materials for posting to ensure that it complies with the Data Privacy Act of 2012. Endorse to DSA for approval and signature 	None	15 minutes	OSA Personnel
		None	1 day	OSA Personnel Dean, OSA
<ol style="list-style-type: none"> Client receives approved request and materials for posting. 	<ol style="list-style-type: none"> Stamp "Approved for Posting" and release the materials. <ol style="list-style-type: none"> Files & secure copy of materials 	None	5 minutes	OSA Personnel
TOTAL		None	1 day & 20 minutes	



Process for the Issuance of Uniform Exemption I.D.

Allowing students to be exempted to wear uniform during school days for working & pregnant students

Office or Division:	Office of Student Affairs			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Working Students, Pregnant Student.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		1. Personal Copy		
2. Certificate of Employment and Company ID 3. (1 original copy)		2. Applicant's Company		
4. Certificate of Registration and School ID (1 photocopy)		3. Registrar's Office		
5. 1x1 Picture (2pcs)		4. Personal Copy		
6. Medical Certificate certified by PhilSCA medical unit (for pregnant students only) (1 original copy)		5. Personal copy/Medical Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish OSA Form no.6 & submits duly signed request form with complete requirements	1. Receive request form and other requirements	None	10minutes	OSA Personnel
	1.1 Verify records of student in the list of enrolled students			
	1.2 Call company for verification	None	5 days (depends on the response of the Company)	OSA Personnel/Data Center
	1.3 Approve & sign the exemption ID	None	5 minutes	Dean, OSA
2. Client Accept/Claim the Uniform Exemption ID	3. Release the Uniform Exemption ID	None	3 minutes	OSA Personnel



TOTAL:	None	5 days, 18minutes	
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Issuance of Temporary Pass for Lost ID and Non-wearing of Uniform

Allowing students to present Temporary Pass for Lost ID and non-wearing of uniform upon entry.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students with medical conditions/ Religion related, etc. & with on going OJT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request form (OSA Form No.1) endorsed by the Program Coordinator 2. Student proof/evidence (if necessary) 3. Company ID (1 photocopy) for OJT student 4. Certificate of Registration & School ID (1 Photocopy) for OJT 5. 2 pcs 1x1 picture (original) for OJT student 		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client accomplished & submits OSA request form No. 1 & requirements	1. Receive filled out request form	None	10 minutes	OSA Personnel
	1.1 Check & Verify requirements 1.2 Prepare Temporary Pass for OSA Approval & signature of Temporary Pass		2 days	
2. Claim Temporary Pass	2. Issue Temporary Pass	None	15 minutes	OSA Personnel
TOTAL:		None	2 days & 25 minutes	



Application for Accrediting Student Club / Organization.

Providing services to student organizations.

Office or Division:	Office of Student Affairs			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Application (1 original copy)		Accredited Student Organization/Club copy		
2. Constitution & By-Laws (1 original copy)		Accredited Student Organization/Club copy		
3. List & info of Officers & Founding Members (1 original copy)		Accredited Student Organization/Club copy		
4. Proposed Activities(1 original copy)		Accredited Student Organization/Club copy		
5. Letter of Acceptance by Faculty Advisers (1 original copy)		Accredited Student Organization/Club copy		
CLIENTSTEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits all requirements (accomplished in duplicate)	1. Review Constitution and By Laws and other submitted documents;	None	2 days	OSA personnel
	1.1. Endorse to Dean Student Affairs for recommendation and approval	None	1 hour	OSA Personnel
	1.2. Notify student organizations approval of their application	None	1 hour	Dean OSA VPAA
TOTAL		None	2 days & 2 hours	



Issuance of Activity Permit for College Related/Sponsored Activities.

Providing services to student's program and activities.

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students, Accredited Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy)		Student personal copy		
2. Duly signed Operational Plan (1 original copy)		Student personal copy		
3. Resolutions (1 original copy)		Student personal copy		
4. Special Order (if applicable) (1 photocopy)		Student personal copy		
CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit request with all requirements	1. Receive, evaluate and review all the requirements	None	2 days	OSA Personnel
	1.1. Endorse to Dean Student Affairs proposed activity with its complete attachment	None	1 hour	Dean, OSA
	1.2. Recommend to VPAA/ College President for approval	None	1 hour	College President
	1.3. Notify client of the approval and/or disapproval of the Activity	None	30 minutes	VPAA
2. Client receive permit	2. Release document to client	None	30 minutes	OSA Personnel
TOTAL		None	2 days & 3 hours	



Processing of request for Insurance claims

To provide accident/sickness insurance benefit for student, Regular Employees and Contract of service (Administrative & Faculty)

Office or Division:	Office of Student Affairs			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Students, Regular Employees, Contract of Service (Admin.& Faculty)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Insurance Claim Form (1 original copy)		Office of the Student Affairs		
2. Insurance Provider checklist of required documents for insurance claims (1 copy each all original)		Office of the Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimant filled out & submits insurance claim form with other supporting documents	1. Accept, evaluate and review all the requirements	None	1 day	OSA Personnel
	1.1. Check & verify on the list the insured students/faculty/Admin. Personnel	None	1 hour	Dean OSA
	1.2. If documents are complete: transmit and endorse to the insurance provider	None	15 minutes	OSA Personnel
	1.3. If incomplete: contacts client for the completion of the requirements		15 minutes	OSA Personnel
	1.4. Final Evaluation and processing of the Insurance provider	None	18 days (may extend depending on the evaluation)	Insurance Provider



			process of the insurance provider)	
2. Claim check/ insurance benefit payment	<p>2. Inform claimant that check/payment is ready for release.</p> <p>2.1 Release the check or insurance benefit payment.</p>	None	15 minutes	OSA Personnel
TOTAL:		None	19 days/1 hour & 30 minutes	



Request for PE and Sports Equipment

To provide procedure for lending PE and Sports Equipment

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



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

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

Office or Division:	Procurement; BAC Office			
Classification:	Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Requisitioner from Villamor, Basa/Palmayo, MBEAB, FAB			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Inspection Slip & Purchase Request Form	Supply Office			
2. Certificate of Funds Availability	Budget Office			
3. BAC Resolution	BAC Office			
4. Abstract of Canvass Form	Procurement Office			
5. Reasonableness of Price Form	Supply Office			
6. Emergency Purchase	Supply Office			
7. Purchase Order / Work Order	Procurement Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attach approved RIS, APP, and Certificate if None Availability issued by the Supply Office	1. Duly Accomplished Purchase Request (PR)	None	10 minutes	Head, Procurement Office
2. Secure approval to the Budget Office for the Certificate of Funds Availability	2. Request for Certificate of Funds Availability	None	1 day	End-User
	3. Submission to the BAC Committee to determine the mode of procurement and prepare BAC Resolution for recommendation to the Head of Agency	None	10 minutes	Procurement Office Staff
	4. Issuance of BAC Resolution	None	1 day	BAC Secretariat BAC Members HOPE



	5. Posting to PhilGEPS	None	3 days	BAC Secretariat
	6. Consolidation of the quotations from the suppliers/vendor and endorsement to the procurement officer	None	1 day	BAC Secretariat and Canvasser
	7. Determine the Lowest Bidder using Request Form Quotation Evaluation and prepare Abstract of Canvass	None	4 hours	Canvasser and Procurement Office Staff
	8. Abstract of Canvas for Signature	None	1 hour	End-User & BAC
	9. Preparation of BAC Resolution Recommending Award to the winning supplier/vendor/contractor	None	1 day	BAC Secretariat BAC HOPE
	10. Prepare P.O / W.O.	None	1 hour	Procurement Office Staff
	11. P.O / W.O. for signatories and release to the Procurement Unit	None	30minutes	Accountant HOPE
	12. Inform the Supplier /Contractor	None	5 minutes	BAC Secretariat / Canvasser
13. Received the signed P.O. / W.O.	14. Released and Received signed P.O. or W.O. by the Supplier / Contractor	None	1 day	Procurement Office staff
TOTAL		N/A	8 Days 5 Hours 55 Minutes	



Request for second copy of pertinent documents (Special/Travel/Training/Memorandum Order)

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

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government			
Who may avail:	All Current Employees of PhilSCA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel ID		Personal Copy		
2. Request Form		Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall request to the Records Office	1. Verifies the identity of the requester and ask for the particulars of the requested document	None	5 minutes	Records Officer/Staff
	1.1 Records Officer/Staff checks on the inventory of list	None	5 minutes	Records Officer/Staff
	1.2 Print the PDF Copy of the requested document	None	5 minutes	Records Officer/Staff
0. Client receives the retrieve documents and logs to the client transaction logbook	0. Releases the printed out document	None	5 minutes	Records Officer/Staff
TOTAL:		None	20 minutes	



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Processing request of documents under FOI.

Providing clients with copy of documents not related to them.

Office or Division:	Records Office			
Classification:	Simple/Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Regular/Permanent Employees, Former Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. FOI Request Form			Records Office, Philsca Website, Different Offices within Philsca Campuses	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits and files FOI Request Form	1. Receive and verify the completeness of the filled-up FOI form	None	5 minutes	Records Officer/Staff
	1.2. Verify if the document requested is confidential or not	None	5 minutes	Records Officer/Staff
2. If approved documents, sign the FOI form with his/her signature	1.3 If the document requested is confidential, the staff will need to seek for approval of FOI Decision Maker (College President)	None	20 minutes	Records Officer/Staff
TOTAL		None	30 minutes	



Application for Graduation

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

Office or Division:	Registrar's Office/Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Exit Survey Result for Graduating Students 2. Official Receipt		1. Guidance Services Unit 2. Collecting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completion slip and the official receipt.	1. Accept completion slip and the official receipt.	None	1 minute	Registrar's Staff
	1.2 Check the completeness of the credentials and grades in their 201 file.	None	4 minutes	Registrar's Staff
	1.3 Issue form for the application for graduation	None	1 minute	Registrar's Staff
2. Submit the duly accomplished application form	2. Receive the application form and check the entries.	None	1 minute	Registrar's Staff
3. Sign in the graduating student log sheet.	3.1 Give the log sheet to the graduating student.	None	1 minute	Registrar's Staff
	3.2 Include in the tentative list of candidates for graduation.	None	2 minutes	Registrar's Staff
TOTAL		None	10 minutes	



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

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

Office or Division:	Registrar's Office			
Classification:	Simple/Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Registrar's Form No. 25 Complete credentials (Form 137-A and/or TOR copy for PhilSCA); Student Clearance) 2 copies recent formal 2x2 colored picture in white background with name tag 1 pc BIR Documentary Stamp (purple color) per copy Original & photocopied OJT Certificate validated by the OJT coordinator (if applicable) Present 1 valid ID of graduate Additional requirements in case the claimant is a representative: <ol style="list-style-type: none"> Originally signed authorization letter Present 1 original and photocopy of valid ID of student/graduate Present 1 original and photocopy of valid ID of representative 		<ol style="list-style-type: none"> Registrar's Office Any BIR offices 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form	1.1 Check the completeness of the credentials and accuracy of the entries in the application form.	None	5 minutes	Registrar's Staff
	1.2 Issue claim slip if all credentials are complete and inform the client on the date of release.	None	2 minutes	Registrar's Staff
TOTAL		None	7 minutes	



Application for Official Transcript of Records (TOR)

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

Office or Division:	Registrar's Office/Collecting Office			
Classification:	Simple/Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduates (2 nd Request) / Undergraduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Registrar's Form No. 25 2. Proof of Payment: <u>Php70.00 per page</u> 3. Complete credentials (Form 137-A and/or TOR copy for PhilSCA); Student Clearance) 4. 2 copies recent formal 2x2 colored picture in white background with name tag 5. 1 pc BIR Documentary Stamp (purple color) per copy 6. Original & photocopied OJT Certificate validated by the OJT coordinator (if applicable) 7. Present 1 valid ID of graduate/undergraduate <p>Additional requirements in case the claimant is a representative:</p> <ol style="list-style-type: none"> 8. Originally signed authorization letter 9. Present 1 original and photocopy of valid ID of graduate/undergraduate 10. Present 1 original and photocopy of valid ID of representative. 		<ol style="list-style-type: none"> 1. Registrar's Office 2. Collecting Office 5. Any BIR offices 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form	1. Check completeness of the credentials and accuracy of the entries in the application form and indicate the amount to be paid.	None	5 minutes	Registrar's Staff



2. Pay the corresponding fee.	2. Receive payment for the TOR	Php70.00/page	5 minutes	Collecting office
3. Return and submit the form with proof of payment	3.1 Receive, issue claim slip and inform the client on the date of release.	None	2 minutes	Registrar's Staff
TOTAL		Php70.00/page	12 minutes	



Application for the Issuance of Certifications (Any Type)

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

Office or Division:	Registrar's Office/Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Currently Enrolled Students/Undergraduates/Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Registrar's Form No. 25 Proof of Payment: Php50.00 per certification Complete credentials (Form 137-A and/or TOR copy for PhilSCA); Student Clearance) 1 pc BIR Documentary Stamp (purple color) per copy/per document <p>Additional requirements in case the claimant is a representative:</p> <ol style="list-style-type: none"> Originally signed authorization letter Present 1 original and photocopy of valid ID of student/graduate Present 1 original and photocopy of valid ID of representative. 		<ol style="list-style-type: none"> Registrar's Office Collecting Office Any BIR offices 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form	1. Check the completeness of the credentials and accuracy of the entries in the application form and indicate the amount to be paid.	None	5 minutes	Registrar's Staff
2. Pay the corresponding fee.	2. Receive payment	Php50.00	5 minutes	Collecting office
3. Return and submit the form with proof of payment	3.1 Receive, issue claim slip and inform the client on the date of release.	None	2 minutes	Registrar's Staff
TOTAL		Php50.00	12 minutes	



Application for the Issuance of Evaluation of Grades

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

Office or Division:	Registrar's Office/Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Currently Enrolled Students/Undergraduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registrar's Form No. 25 2. Proof of Payment: Php80.00 3. 1 pc BIR Documentary Stamp (purple color) per copy/per document Additional requirements in case the claimant is a representative: 4. Originally signed authorization letter 5. Present 1 original and photocopy of valid ID of student/graduate 6. Present 1 original and photocopy of valid ID of representative.		1. Registrar's Office 2. Collecting Office 3. Any BIR offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form	1. Check the accuracy of the entries in the application form and indicate the amount to be paid.	None	5 minutes	Registrar's Staff
2. Pay the corresponding fee.	2. Receive payment	Php80.00	5 minutes	Collecting officer
3. Return and submit the form with proof of payment.	3. Receive, issue claim slip and inform the client on the date of release.	None	2 minutes	Registrar's Staff
TOTAL		Php80.00	12 minutes	



Online Enrollment for New Students

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

Office or Division:	Registrar's Office/Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	New Students (Freshmen & Transferees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>Freshmen:</u></p> <ol style="list-style-type: none"> 1. Must passed the PhilSCAAT 2. Medical Certificate 3. Result of interview by the Program Coordinator 4. Original FORM 138-A (Grade 12 SHS Card) 5. Certificate of Good Moral Character 6. Original copy of Birth Certificate (PSA) 7. 2 pcs 2x2 & 2 pcs 1x1 colored picture in white background with name tag 8. Long documentary brown envelope 9. Ishihara Test Result (Negative for Colorblindness) for BSAT, BSAeE, AAMT, AAET, BSAvCOMM 10. Neuro-psychological test result (BSAT) <p><u>Transferees:</u></p> <ol style="list-style-type: none"> 1. All requirements for freshmen <u>except item no. 4</u>. Items No. 9 & 10 are dependent on the chosen program 2. Transfer Credentials from college or university last attended (Honorable Dismissal & Certification of Grades/TOR for evaluation) 		<ol style="list-style-type: none"> 1. Posted via PhilSCA Official Facebook account 2. PhilSCA Medical Clinic 3. Designated Program Coordinator 4. Previous School 5. Previous School 6. Philippine Statistics Authority <p>9-10. DOH-Accredited Clinic or Hospital</p> <p>2. Previous school</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements before the start of enrollment.	1.1 Check and receive the requirements and will issue a Student Personal Data Form.	None	5 minutes	Registrar's Staff



2. Return the accomplished Student Personal Data Form.	2.1 Check entries in the form and if found to be qualified to UNIFAST Free Higher Education, will inform the student to wait for two (2) system notifications confirming their enrollment via their registered email in their Pinnacle Account.	None	2 minutes	Registrar's Staff
	2.2 Validate the enrollment	None	3 minutes	Data Center
3. For those disqualified to FHE - Proceed to the collecting office.	3.1 Accept payment, issue Official Receipt, and validate enrollment.	As assessed.	10 minutes	Collecting Officer
4. The student may print the COR or may proceed to the registrar's office for a copy.	4.1 Print the COR	None	3 minutes	Registrar's Staff
TOTAL			13 minutes (Non-payee) and/or 23 minutes (payee)	



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

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

Office or Division:	Registrar's Office/Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Old (Continuing/Returning/Shifting) Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<u>Continuing/Returning Students:</u> Clearance for the Last Semester enrolled Medical Certificate CPE Result for incoming 3 rd year BSAMT and BSAET Evaluation of grades (for shiftees) Letter request approved by program coordinators (for shiftees)	1. Registrar's Office 2. Medical Clinic 3. Program Coordinator/Dean of Institute 4. Registrar's Office 5. Student			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submit the requirements before the start of enrollment.	1. Check and receive the requirements and if it is complete, will advise the student to proceed to online enrollment as scheduled.	N/A	5 minutes	Registrar's Staff
2. Start the online enrollment by opening the default internet browser and type in the website address https://philsca.pinnacle.com.ph/aims/student Follow these procedures: a. Click the box and type the username, password and date of birth and click login. b. Find the enrollment tab module and click the start of the enrollment process. c. Select the preferred section, tick the boxes to register the	2. Validate the enrollment of those qualified to UNIFAST Free Higher Education.	N/A	3 minutes	Data Center



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subject and always double check the section before registering the subjects. d. Click register subjects, select mode of payment, then save.				
3. For paying student (disqualified to FHE) - Proceed to the collecting office.	3. Accept payment, issue Official Receipt, and validate enrollment.	As assessed	10 minutes	Collecting Officer
4. The student may print the COR or may proceed to the registrar's office for a copy.	4.1 Print the COR	None	3 minutes	Registrar's Staff
TOTAL			21 minutes	





Application for the Issuance of Diploma – 1st Request

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

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Complete credentials (Form 137-A and/or TOR copy for PhilSCA); Student Clearance) 1 pc BIR Documentary Stamp (purple color) per copy Original & photocopied OJT Certificate validated by the OJT coordinator (if applicable) Present 1 valid ID of graduate <p>Additional requirements in case the claimant is a representative:</p> <ol style="list-style-type: none"> Originally signed authorization letter Present 1 original and photocopy of valid ID of student/graduate Present 1 original and photocopy of valid ID of representative 		<ol style="list-style-type: none"> Registrar's Office Any BIR offices 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receive the requirements, get the diploma, & attach a documentary stamp.	None	5 minutes	Registrar's Staff
2. Claim the diploma by signing in the logbook.	2.1 Give the logbook to the client.	None	1 minute	Registrar's Staff
	2.2 Release the diploma.	None	1 minute	Registrar's Staff
TOTAL		None	7 minutes	



Application for the Issuance of 2nd Copy of Diploma

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

Office or Division:	Registrar's Office/Collecting Office			
Classification:	Simple/Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Registrar's Form No. 25 Affidavit stating the reason for another copy. 1 pc BIR Documentary Stamp (purple color) per copy Present 1 valid ID of graduate Proof of Payment: Php265.00 <p>Additional requirements in case the claimant is a representative:</p> <ol style="list-style-type: none"> Originally signed authorization letter Present 1 original and photocopy of valid ID of student/graduate Present 1 original and photocopy of valid ID of representative 		<ol style="list-style-type: none"> Registrar's Office Public Attorney's Office or Private Lawyer Any BIR offices 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form & requirements except Item No. 5	1.1 Receive & check the complete requirements.	None	3 minutes	Registrar's Staff
	1.2 Issue claim slip and inform the client to pay the fee on the date of release of the diploma.	None	2 minutes	Registrar's Staff
TOTAL		None	5 minutes	



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

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

Office or Division:	Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduates/Undergraduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Registrar's Form No. 25 Proof of Payment (per copy): Php50.00 for Certification Php70.00 for Authentication Original and photocopy of Diploma and TOR 1 pc BIR Documentary Stamp (purple color) per copy/per document Additional requirements in case the claimant is a representative: Originally signed authorization letter Present 1 original and photocopy of valid ID of student/graduate Present 1 original and photocopy of valid ID of representative. 		<ol style="list-style-type: none"> Registrar's Office Collecting Office Any BIR offices 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form	1. Check the completeness of the requirements and accuracy of the entries in the application form and indicate the amount to be paid.	None	5 minutes	Registrar's Staff
2. Pay the corresponding fee.	2. Receive payment	Php50.00/copy Php70.00/copy	5 minutes	Collecting officer
3. Return and submit the form with proof of payment	3.1 Issue claim slip and inform the client on the date of release.	None	2 minutes	Registrar's Staff
TOTAL		Php120.00	12 minutes	



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Application for Adding, Changing and Dropping of Courses

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

Office or Division:	Registrar's Office/Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Currently Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Adding/Changing/Dropping Form Proof of Payment Latest Certification of Registration (COR) Latest evaluation of grades 		<ol style="list-style-type: none"> Registrar's Office Collecting Office Registrar's Office Registrar's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished form to the respective program coordinator.	1. Receive the filled-out form, evaluate and sign the form.	None	3 minutes	Program Coordinator
2. Submit to the registrar's office for approval.	2. Verify the student's enrollment records and evaluation and approve the form.	None	3 minutes	Registrar
3. Pay the corresponding fee.	3. Receive payment	Php70.00 per subject for dropping	5 minutes	Collecting officer
4. Return and submit the form with proof of payment.	4. Cut the student's copy and give it to the student.	None	1 minute	Registrar's Staff
TOTAL		Php70.00	12 minutes	



Application for Removal of Incomplete Grades

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

Office or Division:	Registrar's Office/Collecting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Currently Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form No. 18 (Completion of Grade) 2. Proof of Payment 3. Attachment (Ex. Result of exam, quiz, research, etc.)		1. Registrar's Office 2. Collecting Office 3. Concerned Faculty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the form and sign in the logbook.	1. Give the logbook, release the form and inform the student of the date that the completion will lapse.	None	2 minutes	Registrar's Staff
2. Give the completion form to the concerned faculty.	2. Attach the requirement and indicate the computed grades in the form.	None	5 minutes	Concerned faculty
3. Pay the corresponding fee.	3. Receive payment	Php45.00	5 minutes	Collecting officer
4. Return the accomplished form with complete requirements for approval.	2. Receive, check the entries & requirements and sign the form.	None	3 minutes	Registrar
TOTAL		Php45.00	15 minutes	



Feedback and Complaints Mechanism

<p>How to send Feedback</p>	<p>Fill up the PhilSCA Client Satisfaction Measurement and drop it at the designated drop box in the Lobby Guard Area and respective offices Contact Info: hrmo.vab@philsca.edu.ph</p>
<p>Feedback Processing</p>	<p>Every 1st Monday of the Month, the feedback and complaints in charge open the drop box and compile and record all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3 days) of the receipt of the feedback.</p> <p>The answer of the office concern is then relayed to the citizens.</p> <p>For inquiries and follow-ups, clients may contact Ms. Allen Joyce Flaviano thru Email Address hrmo.vab@philsca.edu.ph</p>
<p>Complaint Filing</p>	<p>Fill up the PhilSCA Client Satisfaction Measurement Form and Check the part that corresponds to the Complaint, State Facts/Details surrounding the incident, and drop the form in the designated drop box in the Lobby Guard Area.</p> <p>Complaints can also be filed via email through the email address hrmo.vab@philsca.edu.ph. Make sure to provide the following information:</p> <ol style="list-style-type: none"> 1. Name of personnel being complained 2. Incident 3. Evidence <p>For inquiries and follow-ups, clients may contact Ms. Allen Joyce Flaviano thru Email Address hrmo.vab@philsca.edu.ph</p>
<p>Complaints Processing</p>	<p>The Complaints officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the complaints officer shall start the investigation and forward the complaint to the relevant office for an explanation.</p>



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



List of Offices

Office	Email Address	Contact Information
Accounting Office	aphilsca@gmail.com	Mr. Lucio SJ. Mata, Jr., CPA, MBA
Admission Office	philscaadmission.villamor@gmail.com	Asst. Prof. Jo-Ann C. Garcia, MATM
Auxiliary Services		Mr. Christian R. Tarroza, MBA
Budget Office	budget.vab@philsca.edu.ph	Asst. Prof. Kenneth Camyr M. Mindajao, MPA
Cash Services – Collecting Office	officecollecting@gmail.com	Mrs. Ameja C. Custodio, MPA
College Library	philscaLibrary69@gmail.com	Dr. Estrella E. Yago
Cultural Affairs Unit &	philscaCulturalAffairsUnit@gmail.com	Mr. Nur Khan D. Umpa, MAEd.
Guidance Services Unit	guidance.vab@philsca.edu.ph	Ms. Rosalee Grace T. Vasquez, RPM.
Human Resource Management Services Division	hrmo.vab@philsca.edu.ph	Dr. Ma. Teresa S. Rosales
Medical Clinic	philscaMedicalOffice@gmail.com	Maria Filipina R. Agorilla, MD., MHA
National Service Training Program (NSTP)	budget.vab@philsca.edu.ph	Asst. Prof. Kenneth Camyr M. Mindajao, MPA
Office of Student Affairs	osa.vab@philsca.edu.ph	Asst. Prof. Garlie G. Gonzales
PE & Sports Development Unit	philscaCulturalAffairsUnit@gmail.com	Mr. Nur Khan D. Umpa, MAEd.
Procurement Office	philscaProcurement@gmail.com	Assoc. Prof. Mary Ann A. Vista
Records Office	philscaRecordsOffice2021@gmail.com	Mr. Jocas M. Naidas
Registrar's Office	registrar.vab@philsca.edu.ph	Ms. Cristina B. Tiansay



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