



# **POLYTECHNIC COLLEGE OF THE CITY OF MEYCAUAYAN**

## **CITIZEN'S CHARTER**

**2021 (New Normal Edition)**



## I. **Mandate:**

In cognizance and compliance to the 1987 Constitution provides that the state shall protect and promote the rights of all citizens to quality education at all levels and shall take appropriate actions to make education accessible to all.

PCCM has been operating under the authority issued by CHED, and consistently complying with all its regulatory requirements as per existing applicable memoranda and issuances. The establishment and operation of PCCM through Government Recognition, Commission en banc Resolution No. 473-2018 dated August 28, 2018 duly authorizes the College to operate as Higher Education institution. Therefore, PCCM is qualified and eligible to grants, subsidies, and other relevant programs of CHED; whereby, the operations, management and full compliance to the standards set by CHED for PCCM's recognition requires evaluation, revision, and approval of its Charter, and therefore highly imperative.

1. Article 3, section 447, paragraph 5 of the Local Government Code of 1991, mandates the local government units to provide for the establishment and operations of vocational, technical and similar post-secondary institutions within their jurisdiction, subject to the availability of funds and to existing laws, rules and regulations;
2. R.A. 7722 otherwise known as the Higher Education Act of 1994, created the Commission on Higher Education (CHED) to pursue the policy of the state to protect, foster and promote the right of every citizen to quality education covering both the public and private higher education institution (HEI);
3. CHED as mandated by law to rationalize the program has set policies, standards and guidelines (PSG) for the establishment and operation of public HEI's through CHED Memorandum Order (CMO 32 s., 2006, CMO 04 s., 2007, and CMO 42 s., 2017);
4. R.A. 10931 otherwise known as the "Universal Access to Quality Tertiary Education or the Free Higher Education Act of 2017" stipulates that the poor but deserving marginalized youth be provided with the opportunity to pursue equal rights for quality, relevant, and affordable college education, and for them to acquire essential competitive work knowledge, skills and values that are vital in their progressive living as individuals and members of the community and society;



5. City Ordinance No. 2017-024 otherwise known as the “New Charter of the Polytechnic College of the City of Meycauayan” establishes the operations thereof. Consistently, the Local Government fully supports the Vision, Mission and Goals of the college, and grant sustainable development to the college operations towards its realization. It is with resolute that education is an effective tool in emancipating the underprivileged sector of the society, and to alleviate / liberate them from poverty. Thus, the implementation of any legislative undertaking of the Sangguniang Panlungsod such as the establishment and strengthening of the local college / local HEI.

## II. Vision:

The **POLYTECHNIC COLLEGE OF THE CITY OF MEYCAUAYAN (PCCM)** envisions to provide socialized quality education in producing highly competent and skilled professionals in the fields of arts, science and technology.

## III. Mission:

PCCM is committed to ensure sustainable and effective learning environment through quality instruction programs, research and community-extension involvement towards the development of the society.

**Core Values.** A graduate of PCCM is expected to be **SECURE** in the community and in the workplace, a PCCM graduate will be known as a person who is:

**S – Service-Oriented**

**E – Exemplar of Excellence**

**C – Capable of Individual Transformation**

**U – Upholder of Wisdom and Moral Values**

**R – Ready, Responsible and Rational**

**E – Efficient, Entrepreneurial and Employable**



#### IV. Service Pledge:

**General Provisions.** It is hereby established and sustained in the city of Meycauayan, Bulacan, within the powers and limitations hereinafter specified; Local Government Operated Post-Secondary Educational Institution (LGOPSI) or a Higher Education Institution (HEI) to be known as **POLYTECHNIC COLLEGE OF THE CITY OF MEYCAUAYAN (PCCM)**, guided by its vision and mission and goals.

The Polytechnic College of the City of Meycauayan (PCCM), and granting its charter in providing for the rules, regulations and pertinent guidelines for its operations thereof, its organizational structure and staffing pattern, appropriating funds therefore and for other purposes shall be an exclusive undertaking and initiative of the City Government of Meycauayan, Bulacan through the cooperative support of the Commission on Higher Education (CHED), Technical Education and Skills Development Authority (TESDA), Association of Local Colleges and Universities (ALCU), and all the local elected and appointed officials of the city.

**Subject to existing laws and mandates, the College performs the following functions:**

- a. Prescribes specific regulations for the administration and management of the College in conformity with the powers vested upon the College as defined under City Ordinance No. 2017-024; and provide academic leadership for the college, preserve and protect its academic integrity, ensure the observance and implementation of its purposes, objectives and policies as laid down by this ordinance and the BOT;
- b. Recommends to Sangguniang Panlungsod policies on tertiary education and other related development legislation on effective governance and management; and approve programs and activities of the college from the appropriations of the 5% budget allocations by the City Government.
- c. Approves courses/programs based on the priority needs of the community to be offered in the college endorsed by the Administrative and Academic Councils; and exercise within the framework of college policies, paramount authority and responsibility over the following areas: Curriculum planning and development, grants, endorsements, external relations and public affairs;
- d. Provides fellowship and scholarship grants and award the same to deserving and qualified students;
- e. Ensures efficient management of non-academic and academic support services such as medical and health, guidance and counseling, canteen, student services and development, building, facilities and property maintenance, security and other services;



- f. Institutionalizes Research and Community Extension Services Programs; and establish, maintain links with other educational and research institutions community and industry partners;
- g. Provides membership in associations and organizations both in public and private, local (provincial, regional and national) and foreign establishments, and develop consortia and other forms of linkages with other learning institutions and agencies in furtherance of the purposes and objectives of the college;
- h. Ensures and maintains Quality Assurance requirements and compliance to pertinent provisions of CMOs and issuances; and exercise such other powers and perform such other functions and duties consistent with existing laws as deemed necessary for the effective and efficient governance of the college.
- i. Complies with the provisions of Implementing Rules and Regulations of R.A. 11032 otherwise known as the “Anti-Red Tape Act of 2007; Ease of Doing Business Law.”

#### **Declaration of Policy.**

It is hereby declared the policy of the City Government of Meycauayan and the Polytechnic College of the City of Meycauayan (PCCM) to operate within the framework of national development goals and shall ensure that tertiary education is afforded to all qualified residents of the City of Meycauayan.

1. Provide relevant, meaningful and effective learning environment imbued with professionalism and ethical standards;
2. Manifest demonstrative competence;
3. Develop and nurture spiritual and moral well-being; and
4. Demonstrate exemplary voluntary works and services.

#### **Additional Policies.**

The College, in compliance to the directives of the **DOH under DC2020-0042 – DM 2020-0055** titled, Interim Guidelines on 2019 nCOV – ARD Response in Schools / Higher Education institutions, and **CHED Advisory No. 2 and Advisory No. 7** with the same title, **Guidelines for the Prevention, Control and Mitigation of the Spread of Coronavirus Disease 2019 (COVID-19) in Higher Education Institutions** and to strictly follow directives and protocols thereof.



Anent, PCCM also complies with the mandates of **Memorandum Circular No. 10 series of 2020** pursuant to **CSC Resolution No. 2000540** promulgated on May 7, 2020, the Commission adopted the **Revised Interim Guidelines for Alternative Work Arrangement and Support Mechanism for Workers in the Government during the period of State of National Emergency due to CoVID-10 Pandemic**.

The National Government with the efforts of the Inter-agency Task Force, the Local Government and among others are establishing long term mitigation, control and remedial measures in addressing the spreading of the virus.

In this regard, the Local College, PCCM established the advocacy to assess and manage the situation in accordance and compliance to the mandates of all government agencies concerned especially to the ambit of CHED's directives to the Higher Education Institutions (HEIs) to adopt protocols and programs for implementation complementary to the New Normal Context.

This is in accordance with the pertinent provisions of **Republic Act (RA) No. 7722**, otherwise known as the **Higher Education Act of 1994**, and the **Republic Act (RA) No. 11469**, otherwise known as the **Bayanihan to Heal as One Act**, and by virtue of Commission on Higher Education (CHED) hereby adopts and promulgates the Flexible Learning Arrange Guidelines to be implemented to all public and private Higher Education institutions (HEIs).

HEIs shall develop their learning continuity plan which reflects the framework and system for the transition and integration of flexible learning approaches anchored on the existing tools and resources of the institution, capability of staff and faculty members, and capacity of students among others.

Since the paramount concern is to provide optimum safety, preventive measures and suppression of the virus. Adaptation, resiliency and therefore embracing the culture of the new normal is very substantial in flattening the curve of any potential threat of contamination and transmission of the disease.

Likewise, the College formulated Intervention programs, contingency plans and other modalities as immediate action plan, activities, deliverables and basic services prescribed by CHED to HEIs in the transition and recalibration of existing policy guidelines to custom-fit and provide readiness to the new normal standards.



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# Service Office

## Service Category

### 1. Academic Division

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

Shall administer the conduct of orientation to students, parents and College personnel regarding the TES, evaluate interested student applicants of TES and submit application form in the online portal, coordinates the distribution of TES funds to grantees and prepares documentation and liquidation reports for the submission thereof to UniFAST and CHEDRO-3, evaluate student grantees in the TES portal and coordinates with the Guidance Office regarding student status in terms of attendance and academic performance (See: *PCCM Admission and Retention Policy Guidelines*).

##### 1.1.1 Tertiary Education Subsidy Application

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

<b>Office or Division:</b>	PCCM UniFAST Section	
<b>Classification:</b>	Highly Technical (Multi-stage processing)	
<b>Type of Transaction:</b>	G2C / Government to Client	
<b>Who may avail:</b>	All Qualified Student Applicants	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Student</b> <ul style="list-style-type: none"> <li>Interested TES Applicants Form</li> <li>Personal Information Sheet;</li> <li>PCCM Identification Card (1 original, 5 photocopies);</li> <li>Persons with Disability (PWD) Identification Card (5 photocopies) – for TES grantees with disability only</li> </ul>		<ul style="list-style-type: none"> <li>UniFAST Office thru Class Adviser (Google form)</li> <li>Thru Online Enrollment Form (c/o MIS)</li> <li>Student</li> <li>Student</li> </ul>

<b>Polytechnic College of the City of Meycauayan (PCCM) Office of the UniFAST Committee</b> <ul style="list-style-type: none"> <li>• Tertiary Education Subsidy Application Form – Excel file;</li> <li>• Copy of Contents Noted Latest Approved Tuition and Other School Fees (3 photocopies)</li> <li>• Copy of Transmittal for Submitted Enrolment List (3 photocopies)</li> <li>• Certificate of Registration (COR) and Statement of Account (SOA) / Registration Form duly signed by the Registrar and Finance Officer (1 original or certified true copy, 2 photocopies)</li> </ul>		<ul style="list-style-type: none"> <li>• UniFAST Office (2<sup>nd</sup> Floor – Admin. Wing)</li> <li>• Administration Office (2<sup>nd</sup> Floor – Admin. Wing)</li> <li>• Registrar’s Office (2<sup>nd</sup> Floor – Admin. Wing)</li> <li>• UniFAST Office (2<sup>nd</sup> Floor – Admin. Wing)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Decide whether or not interested in applying for the Tertiary Education Subsidy (TES) by signing in the interested TES applicants form	Inform client about the qualifications, benefits and requirements of the TES	None	5 minutes	UniFAST Focal Person
2. Accomplish the personal information sheet during enrolment	<ul style="list-style-type: none"> <li>• Assist in accomplishing the personal information sheet</li> </ul>	None	10 minutes	Management Information System Personnel
	<ul style="list-style-type: none"> <li>• Transfer the data in the personal information sheet of all students enrolled to the TES application form</li> </ul>	None	2 minutes	Management Information System Personnel
	<ul style="list-style-type: none"> <li>• Remove names of students who are not interested to apply in the TES. Type the total assessed fees in the TES application form for all interested TES applicants</li> </ul>	None	2 hours	UniFAST TES Focal Person

	<ul style="list-style-type: none"> <li>• Submit TES application form in the TES portal</li> </ul>	None	2 hours	UniFAST TES Focal Person
	<ul style="list-style-type: none"> <li>• Wait for the TES portal to show qualified TES grantees subject to verification and validation of documentary requirements</li> </ul>	None	12 days	UniFAST TES Focal Person
	<ul style="list-style-type: none"> <li>• List down qualified TES grantees</li> </ul> <p>Inform students through announcements and postings</p>	None	2 hours	UniFAST TES Focal Person
3. Submit photocopies of PCCM identification card	<ul style="list-style-type: none"> <li>• Collate photocopies of identification card</li> </ul>	None	1 minute	UniFAST Focal Person
	<ul style="list-style-type: none"> <li>• Prepare documentary requirements (COR and SOA) and submit to CHED RO III</li> </ul>	None	3 days	<ul style="list-style-type: none"> <li>• UniFAST Focal Person</li> <li>• Administrative Assistant</li> <li>• Finance Officer</li> <li>• Registrar Staff</li> <li>• Registrar</li> </ul>
	<ul style="list-style-type: none"> <li>• Wait for verification and validation of documentary requirements</li> </ul>	None	10 days	UniFAST TES Focal Person
End of Transaction = 5 minutes / recipient (TES Application)				
Note: 25 days (approx.) processing of documents (UniFAST)				

### 1.1.2 Processing of Tertiary Education Subsidy, Distribution of Benefits and Submission of Liquidation Reports

After verification and validation of documentary requirements, billing documents will then be submitted to UniFAST RO III. TES distribution of benefits to TES grantees follows after PCCM receives the fund from UniFAST / CHED. Liquidation reports are prepared and submitted to

UniFAST RO III and UniFAST Secretariat. Otherwise, the TES grantees shall receive their TES benefit via the Landbank Mastercard Prepaid card (or simply Landbank TES Card).

<b>Office or Division:</b>	Student Services			
<b>Classification:</b>	Highly Technical (Multi-stage processing)			
<b>Type of Transaction:</b>	G2G – Government to Client / Government to Government			
<b>Who may avail:</b>	Polytechnic College of the City of Meycauayan students who are enrolled in CHED recognized programs and who passed the admission and retention policy of the college			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Student</b>				
<ul style="list-style-type: none"> <li>• TES Testimonial Form (1 original, 4 photocopies);</li> <li>• PCCM Identification card (original)</li> </ul>		<ul style="list-style-type: none"> <li>• UniFAST Office</li> <li>• Student</li> </ul>		
<b>Polytechnic College of the City of Meycauayan (PCCM) Office of the UniFAST Committee</b>				
<ul style="list-style-type: none"> <li>• Consolidated TES Billing Statement (6 original);</li> <li>• Notarized Masterlist of TES Grantees duly signed by the Scholarship Coordinator (6 original)</li> <li>• Spending Plan of TES grantees with narrative report (5 photocopies)</li> </ul>		<ul style="list-style-type: none"> <li>• UniFAST Office (2<sup>nd</sup> floor – Admin. wing)</li> <li>• Office of Student Affairs – Scholarship Coordinator (2<sup>nd</sup> Floor – TEP wing)</li> <li>• Office of Student Affairs – Scholarship Coordinator (2<sup>nd</sup> Floor – TEP wing)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	Prepare TES billing and submit to CHEDRO III	None	3 days	<ul style="list-style-type: none"> <li>• UniFAST TES Focal Person</li> <li>• Finance Officer</li> </ul>
1. Attend TES online consultation session Accomplish spending plan and narrative report and submit online	<ul style="list-style-type: none"> <li>• Consult students online as to their plan of spending and remind them to study hard</li> </ul>	None	30 minutes	<ul style="list-style-type: none"> <li>• Guidance Counselor</li> </ul>
	<ul style="list-style-type: none"> <li>• Wait for TES benefits from the UniFAST/CHED</li> </ul>	None	66 days	<ul style="list-style-type: none"> <li>• UniFAST / CHED</li> <li>• Officer-in-Charge, PCCM</li> </ul>
	<ul style="list-style-type: none"> <li>• Awarding of TES benefits to PCCM</li> </ul>	None	1 day	<ul style="list-style-type: none"> <li>• Finance Officer</li> <li>• City Treasury</li> </ul>
	<ul style="list-style-type: none"> <li>• Preparation for TES distribution</li> </ul>	None	10 days	<ul style="list-style-type: none"> <li>• Finance Officer</li> <li>• City Treasury</li> </ul>

	of benefits to TES grantees			
2. Attend the TES distribution program  OR  Receive TES benefits via Landbank Mastercard Prepaid Card	<ul style="list-style-type: none"> <li>Remind TES grantees and parents/guardian on the proper ways to spend the TES benefits according to the UniFAST</li> <li>Remind to comply with the TES consultation and maintain good grades</li> </ul>	None	3 hours	<ul style="list-style-type: none"> <li>UniFAST TES Focal Person</li> </ul>
2.1 Present PCCM identification card in claiming TES benefits	<ul style="list-style-type: none"> <li>Give the TES benefits to TES grantees</li> </ul>	None	3 minutes	<ul style="list-style-type: none"> <li>Finance Officer</li> <li>City Treasury Staff</li> </ul>
2.2 Sign the General Payroll for TES	<ul style="list-style-type: none"> <li>Give the copies of the general payroll for TES for signing</li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>Finance Officer</li> <li>City Treasury Staff</li> </ul>
3. Answer and submit online the TES testimonial form to UniFAST – TES Focal Person	Give softcopy of testimonial form to TES grantees and their parents Collect TES testimonial form online	None	15 minutes	<ul style="list-style-type: none"> <li>UniFAST TES Focal Person</li> </ul>
End of Transaction = 20 minutes / recipient (Distribution of TES grants)				

### 1.1.3 Tertiary Education Subsidy Orientation for Old and New Grantees

The orientation is intended to make TES grantees aware of what made them qualify as TES grantees; remind them of how to spend their TES benefit; compliance with the counselling program for TES grantees; and prompt submission of requirements.

<b>Office or Division:</b>	PCCM UniFAST Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All TES Student Grantees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Attend the online orientation for the TES grantees	<ul style="list-style-type: none"> <li>• Orient TES grantees online on how the TES benefit may be spent, what forms and documents they need to accomplish and submit, and other reminders.</li> <li>• Orient graduating students who are TES grantees and planning to take the professional licensure examination as to how they can avail reimbursement of fees paid to PRC and review centers</li> <li>• Discuss other concerns on TES</li> </ul>	None	2 hours	UniFAST TES Focal Person
End of Transaction = 2 hours				

**1.1.4 Tertiary Education Subsidy 3b Submission of Documentary and Billing Requirements and Reimbursement of Fees**

TES 3b is intended for TES grantees who already graduated and who took the professional licensure examination. Fees paid by the graduate TES grantees to the review center and Professional Regulation Commission (PRC) will be reimbursed to them after submitting required documents.



<b>Office or Division:</b>	PCCM UniFAST Section			
<b>Classification:</b>	Highly Technical (Multilevel Processing)			
<b>Type of Transaction:</b>	G2G / Government to Government			
<b>Who may avail:</b>	Polytechnic College of the City of Meycauayan students TES Listahanan Grantees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>List of TES grantees who graduated in the recently concluded academic year</li> <li>PRC Official Receipt for Licensure Examination (1 original, 4 photocopies);</li> <li>Professional Licensure Examination Application Form (5 photocopies);</li> <li>Notice of Admission (1 original, 4 photocopies);</li> <li>Official Receipts from Review Center (1 original, 4 photocopies);</li> <li>Review Center Registration Form</li> <li>Official Receipts from Notary Public; (1 original, 4 photocopies);</li> <li>Notarized Letter of Intent</li> </ul>		<ul style="list-style-type: none"> <li>Registrar's Office and UniFAST Office</li> <li>Professional Regulation Commission</li> <li>Professional Regulation Commission</li> <li>Professional Regulation Commission</li> <li>Review Center</li> <li>Review Center</li> <li>Notary Public</li> <li>Student</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	<ul style="list-style-type: none"> <li>Submit to UniFAST RO III 2 weeks after the end of the academic year, the list of TES grantees who graduated requiring professional license</li> </ul>	None	3 hours	<ul style="list-style-type: none"> <li>Registrar</li> <li>UniFAST TES Focal Person</li> </ul>
1 Submit pertinent documentary requirements	<ul style="list-style-type: none"> <li>Receive and check all submitted documentary requirements for completeness</li> <li>Collate all documentary requirements submitted</li> <li>Prepare TES 3b billing documents</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>UniFAST TES Focal Person</li> </ul>
		None	1 hour	<ul style="list-style-type: none"> <li>UniFAST TES Focal Person</li> </ul>
		None	3 Days	

	<ul style="list-style-type: none"> <li>and submit to UniFAST RO III</li> <li>• Wait for the reimbursement from the UniFAST Central Office / UniFAST RO III awarding of TES 3b reimbursement</li> </ul>	None	66 Days	<ul style="list-style-type: none"> <li>• UniFAST TES Focal Person</li> <li>• Finance Officer</li> <li>• UniFAST TES Focal Person</li> </ul>
3. Present identification card 3.1 Sign the TES 3b Payroll (OR) Receive TES reimbursement via Landbank Mastercard Prepaid Card	<ul style="list-style-type: none"> <li>• Give the TES 3b reimbursement</li> <li>• Give the TES 3b payroll</li> </ul>	None	1 hour	<ul style="list-style-type: none"> <li>• UniFAST TES Focal Person</li> <li>• Finance Officer</li> <li>• City Treasury Staff</li> </ul>
End of Transaction = 3-day preparation and submission (TES 3b billing)				
Note: 69 days (approx.) processing of documents (UniFAST TES 3b)				

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

The Field Study and Teaching Internship are programs intended for third-year and fourth-year students that aim to develop the students' teaching competencies and professional attitude within the cooperating schools' community. The Teacher Education Program's (TEP) response is to deliver its course most flexibly, even during the pandemic. Thus, the following new normal policies and guidelines for deployment will be followed, as the *Joint CHED-DEPED Memorandum Order Series of 2020 "New Normal Policies and Guidelines on the Deployment of Pre-service Teachers for Field Study and Teaching Deployment for AY 2020-2021"* served as the major reference.

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

The Practice Teaching Supervisor shall be responsible for all aspects of the pre-service teachers' internship, including implementation and monitoring. He is expected to orient and clarify to the trainees the objectives of the *on-the-job training* program. He should regularly monitor the trainees to check their performance further and discuss with the on-site Cooperating Teacher to improve the practice

teaching training program further. Practice Teaching Supervisor shall also be available for consultation with trainees and provide coaching and counseling assistance. Lastly, he is responsible for evaluating trainees and shall give the final grade considering the Cooperating Teacher's evaluation.

Practice teaching training program disclosures the students to work realities which will ideally hone their skills and prepare them once they get out of the university or college. Achievement of the Practice Teaching program objectives ensures the possibility of good performer graduates. Hence, vital as it is, it should be dynamic and skill-centered for the Pre-Service Teachers to grasp practical learning in the workplace effectively.

### **1.2.1 Memorandum of Agreement (MOA)**

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

### **1.2.2 Preparation Before Deployment**

1. Field Study students and Pre-service Teachers must submit a result of Medical Certificate and Psychological Test that certifying that they are physically and emotionally fit to undergo internship.

Note: The Office of the Guidance and Testing Services conducts free Psychological Test for all incoming 4<sup>th</sup>-year students, per schedule

2. Conduct orientation activities on the policies and guidelines of deployment.
3. Prepare for webinars about the teaching practices in the new normal.

### **1.2.3. Teaching Internship Checklist**

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

<b>Office or Division:</b>	Practice Teaching Training Program (Teacher Education Program)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Pre-Service Teachers/Cooperating Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Registration form enrolled for the Practice Teaching (Second Semester);</li> <li>• Certificate of Candidate for Graduation/ Registrar's recommendation based on subject evaluation;</li> <li>• Registration form (For the students who will cross enroll in other colleges for their lack subjects);</li> <li>• Medical Requirements: Chest X-ray and Physical Examination, Pregnancy Test for the female students;</li> <li>• Assignment sheet;</li> <li>• Practice Teaching checklist form</li> </ul>		<ul style="list-style-type: none"> <li>• Registrar's Office</li> <li>• Registrar's Office</li> <li>• College where s/he will enroll</li> <li>• Any clinics, hospitals, Accredited Health Centers of the DOH</li> <li>• Practice Teaching Supervisor (Faculty Room)</li> <li>• Practice Teaching Supervisor (Faculty room)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the checklist form, which will be signed by:		None		<ul style="list-style-type: none"> <li>• Assigned faculty member</li> </ul>
1.1 Registrar	<ul style="list-style-type: none"> <li>• Check the academic requirements</li> </ul>		5 minutes	<ul style="list-style-type: none"> <li>• Registrar</li> </ul>
1.2 Guidance Counselor	<ul style="list-style-type: none"> <li>• Evaluate the results of the psychological test</li> </ul>		5 minutes	<ul style="list-style-type: none"> <li>• Guidance Counsellor</li> </ul>
1.3 College Nurse	<ul style="list-style-type: none"> <li>• Check the medical requirements</li> </ul>		10 minutes	<ul style="list-style-type: none"> <li>• School Nurse</li> </ul>
1.4 OSA Directress	<ul style="list-style-type: none"> <li>• Check the registration form and the insurance and parents' consent/waiver</li> </ul>		5 minutes	<ul style="list-style-type: none"> <li>• OSA Directress</li> </ul>
1.5 Practice Teaching Supervisor	<ul style="list-style-type: none"> <li>• Check the assignment sheet form, the practice teaching uniform and bar pin to be</li> </ul>		10 minutes	<ul style="list-style-type: none"> <li>• Practice Teaching Supervisor</li> </ul>

	worn during the training, paraphernalia to be used, confirm that the students are qualified to undergo the practice teaching			
2. Proceed to the following offices for the signature and final checking of the document	Check the completion of the checklist form	None	5 minutes	<ul style="list-style-type: none"> <li>• TEP Head</li> <li>• Dean</li> <li>• OIC of the College</li> </ul>
End of Transaction = 40 minutes				

### 1.2.4 Distribution of Memorandum of Agreement to Potential Cooperating Schools

Before the Pre-Service Teachers' teaching deployment, the TEP Head and the Practice Teaching Supervisor shall find time to distribute the MOA to a handful of private and government elementary or high schools. In this way, the abovementioned persons determine if the school shall allow the trainees to undergo training in their institution/school, for in rare cases declining happens for some valid reasons, so the change of plan should be employed.

<b>Office or Division:</b>	On-the-Job Training (Teacher Education Program)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Cooperating School			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Memorandum of Agreement</li> <li>• Assignment Sheet</li> </ul>		<ul style="list-style-type: none"> <li>• Practice Teaching Supervisor (faculty room)</li> <li>• Practice Teaching Supervisor (faculty room)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Explain briefly the objectives of the training. 1.1 Ask permission from the institution based on what is stipulated in the MOA.	Receive and Check of the MOA and assignment sheets	none	25 minutes	<ul style="list-style-type: none"> <li>• TEP Head</li> <li>• OJT Coordinator</li> </ul>
End of Transaction = 25 minutes per school				
Note: Number of minutes of transaction depends on the availability of the heads of the schools.				

### 1.2.5 Selection of Cooperating Schools

Cooperating schools are selected based on their proximity to the pre-service teachers' residence. This is done for the convenience of the trainees/students. Closeness of their home to the cooperating schools saves time and money for their meal allowances and transportation. In this case, parents' will not worry, for their sons and daughters can go home early and safe.

Numbers of teams are created depending on the number of clusters produced.

<b>Office or Division:</b>		On-the-Job Training Program (Teacher Education Program)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C / Government to Client		
<b>Who may avail:</b>		Pre-Service Teachers/Graduating Education Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Lists of students with their complete addresses</li> </ul>		<ul style="list-style-type: none"> <li>OJT Coordinator (faculty room)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Filling out of the INFO sheet; names, complete address, contact number, etc.	<ul style="list-style-type: none"> <li>Make clusters of students who belong to the same barangay</li> <li>Produce groups but limiting the number of trainees for small schools</li> <li>Modify the list considering some valid reasons and acceptable suggestions of the trainees</li> </ul>	None	1 to 4 days  depending on the number of trainees	Practice Teaching Supervisor
End of transaction = 4 days				

### 1.2.6 Practice Teaching Uniform/Bar Pin

Appropriate dress code is expected to be worn by the Pre-Service Teachers during their training. They should look respectable most of the time. Wearing presentable attire will definitely make them look professionals even if they are still in the internship period. Though our

college is a Free Higher Education Institution, still there is a need to spend some amount for the training, e.g. uniform, paraphernalia, and portfolio. Apparently wearing civilian attire is more costly so wearing uniform instead is encouraged. Students will therefore design and shoulder the expenses for the uniform and bar pin which will be worn for the entire training.

<b>Office or Division:</b>	On-the-Job Training Program (Teacher Education Program)			
<b>Classification:</b>	Highly Technical (Multistage Processing)			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Pre-Service Teachers/Graduating Education Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Proposal for the uniform and bar pin with the design, amount to be spent, and the sample cloth/textile</li> </ul>		<ul style="list-style-type: none"> <li>Secretary of the committee on uniform</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. A series of meetings shall be conducted by the committee on uniform, talking about the design, and the kind of cloth to be used. The committee seeks help from the dressmakers/tailors concerning the textile and the design.	Monitor the process of designing of the uniform	None	3 meetings for the finalization of the design (3 hours)	<ul style="list-style-type: none"> <li>Members of the committee on uniform</li> <li>Practice Teaching Supervisor</li> <li>Official dressmaker / tailor</li> </ul>
2. After reaching the final design, the committee shall submit a proposal to the OJT Coordinator and TEP Head	<ul style="list-style-type: none"> <li>Review the proposal; the design and the amount to be spent. Give suggestions for the enhancement of the design</li> <li>Approval of the proposal</li> </ul>	None	1 hour  30 minutes	<ul style="list-style-type: none"> <li>Practice Teaching Supervisor</li> <li>TEP Head</li> <li>OIC – PCCM</li> </ul>
3. Once the proposal is approved, the chairman of the committee on uniform together	Check the number of sewn uniforms	(External supplier – cost may vary	3 months	<ul style="list-style-type: none"> <li>Members of the committee on uniform</li> </ul>

with the presidents of the classes shall make the next move in buying textiles in bulk to save money, next to that is to give the dressmaker the signal to proceed to hemstitching		depending on sizes)		<ul style="list-style-type: none"> <li>• Practice Teaching Supervisor</li> <li>• Dressmaker</li> </ul>
End of Transaction = (approx.) 60 days				
Note: Duration of manufacturing of uniform depends on the production by the provider				

### 1.2.7 Deployment Orientation

One of the significant parts of the Practice Teaching is the Orientation about the Deployment. Once enrolled for the Practice Teaching subject, the students together with his/her parents or guardian MUST attend the said OJT orientation in compliance to CHED Memorandum (CMO) No. 23 series of 2009.

<b>Office or Division:</b>	On-the-Job Training Program (Teacher Education Program)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Pre-Service Teachers/Parents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Attendance during the orientation</li> </ul>		<ul style="list-style-type: none"> <li>• Registration form at the venue of the orientation (City of Meycauayan Convention Center)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attendance of parents to Pre-service teacher's deployment orientation	Pre-Service Teachers shall be asking their parents to sign the letter of invitation for the deployment orientation	None	Time may vary depending whether parents will or will not attend the activity (approx.1 day)	Parents of the pre-service teachers
2. Submit the signed letter to the OJT Coordinator	Collect the letter signed by the guardians or parents (Acknowledgement Receipt)	None	5 minutes	Practice Teaching Supervisor
3. Pre-service teachers and their parents MUST attend the	Check the attendance of the students and their parents/guardians attending the Orientation Program	None	3 hours	Practice Teaching Supervisor



Deployment Orientation				
End of Transaction = 3 hours				

### 1.2.8 Seminar Series

A must-have in the preparation for the Practice Teaching is the provision of series of seminars. To produce competent, effective, and responsible teachers in the future, like licensed teachers, Pre-service teachers must indulge in trainings for their professional growth.

<b>Office or Division:</b>		On-the-Job Training Program (Teacher Education Program)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C / Government to Client		
<b>Who may avail:</b>		Pre-Service Teachers/Graduating Education Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Attendance during the seminar</li> </ul>		<ul style="list-style-type: none"> <li>Registration form at the venue of the seminar (College Library - PCCM)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign in the registration form	Present information relevant to the prepared topics	None	4 hours	<ul style="list-style-type: none"> <li>Dean</li> <li>OSA Directress</li> <li>HR Manager</li> <li>SS Coordinator</li> <li>Practice Teaching Supervisor</li> <li>TEP Head</li> <li>Assigned Faculty members</li> <li>Seminar committee members</li> </ul>
End of Transaction = 4 hours				

### 1.2.9 Turn-over Ceremony / Pinning Ceremony

Turn-over ceremony is a very significant rite wherein the graduating batch hands down their responsibilities to the next generation. Transfer of responsibilities is an emotional ceremony done by the graduating students and their successors before the previous leave the college.

Pinning Ceremony is a confirmation that the graduating students are qualified to undergo practice teaching.

<b>Office or Division:</b>	On-the-Job Training Program (Teacher Education Program)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Pre-Service Teachers/Parents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Attendance during the seminar</li> </ul>		<ul style="list-style-type: none"> <li>Registration form at the venue of the seminar (City of Meycauayan Convention Center)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attendance of parents to Pre-service teachers for Pinning Ceremony	Pre-Service Teachers will be asking their parents to sign the letter of invitation for the pinning ceremony	None	Time may vary depending whether parents will/will not attend the activity (approx. 1 day)	Parents of the pre-service teachers
2. Submit the signed letter to the Practice Teaching Supervisor	Collect the letter signed by the guardians or parents (Acknowledgement Receipt)	None	5 minutes	Practice Teaching Supervisor
3. Pre-service teachers and their parents must attend the Pinning Ceremony	Check the attendance of the students and their parents/guardians	None	4 hours	Practice Teaching Supervisor
End of Transaction = 4 hours				

### 1.2.10 Deployment Day

Pre-service teachers are gathered online for the picture taking by team. The uniforms shall also be checked before they will report online on their cooperating schools. Only a few teams will be endorsed personally by the Practice Teaching Supervisor and TEP Head, if needed, following the safety health protocols of both parties.

<b>Office or Division:</b>	On-The-Job Training Program (Teacher Education Program)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Pre-Service Teachers/Graduating Education Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>MOA</li> <li>Assignment sheets and other paraphernalia</li> </ul>		<ul style="list-style-type: none"> <li>OJT Coordinator (Faculty room – TEP wing)</li> <li>OJT Coordinator (Faculty room – TEP wing)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Students are expected to go to the social hall of the	<ul style="list-style-type: none"> <li>Check attendance per team</li> </ul>	None	2 hours	<ul style="list-style-type: none"> <li>Dean</li> <li>TEP Heads</li> </ul>

college for the short ceremony before they will be deployed				<ul style="list-style-type: none"> <li>• Practice Teaching Supervisor</li> <li>• SS Coordinator</li> </ul>
1.1 After the documentation / picture taking, the students are expected to proceed to their corresponding cooperating school for reporting, with their paraphernalia, MOA and assignment sheets	<ul style="list-style-type: none"> <li>• Group the students per team for the class pictures / documentation and Check the MOA, assignment sheets, and paraphernalia</li> </ul>			<ul style="list-style-type: none"> <li>• TEP Head</li> <li>• OJT Coordinator</li> </ul>
End of Transaction = 2 hours				

### 1.2.11 Monitoring Pre-Service Teachers Evaluation / Final Demo Teaching

In order to ensure effective learning through actual work exposure if achieved during the practice teaching, pre-service teachers will be monitored and evaluated. Every now and then trainees will be visited and supervised online by the TEP Head and the Practice Teaching Supervisor, especially when there are issues to be solved.

The Pre-Service Teachers will be graded based on his / her performance and compliance to the policies and guidelines provided;

- 40% Demonstration Teaching
- 30% Monthly Progress Report
- 20% Portfolio
- 10% Attendance and Participation in meetings, LET review, seminars and conferences

<b>Office or Division:</b>	On-The-Job Training Program (Teacher Education Program)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C / Government to Client
<b>Who may avail:</b>	Pre-Service Teachers/Graduating Education Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>• Locator;</li> <li>• Acknowledgment form;</li> <li>• Evaluation sheet for the Final Demo (rubric)</li> </ul>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>• HR office (Ground Floor – near HMP wing)</li> <li>• Cooperating School</li> </ul>

		• OJT Coordinator (Faculty room – 2 <sup>nd</sup> Floor TEP wing)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare for students' daily routine	Evaluate the pre-service teachers' performance	None	1 day per school	<ul style="list-style-type: none"> <li>• TEP Heads</li> <li>• OJT Coordinator</li> <li>• Cooperating teacher</li> </ul>
2. Prepare the materials for their final demonstration	Evaluate the final demo teaching using the prescribed rubric	None	1 day per school	<ul style="list-style-type: none"> <li>• TEP Heads</li> <li>• OJT Coordinator</li> <li>• Cooperating teacher</li> <li>• School heads</li> </ul>
End of Transaction = 1 day per school				

### 1.3 On-the-Job Training (Hospitality Management Program)

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

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

The New Normal Policies and Guidelines for On-the-Job Training requirements shall conform to the Memorandum Order to be issued by the Commission on Higher Education (CHED). Hospitality Management Program shall implement

the New Normal On-the-Job Training Deployment Implementing Rules and Regulation for Second Semester of A.Y. 2021-2022.

**Memorandum of Agreement (MOA)**

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

**1.3.1 OJT Checklist**

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

<b>Office or Division:</b>	On-the-Job Training Program (Hospitality Management Program)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	HMP OJT students/Partners Hotel and Restaurant Industries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Registration form, enrolled for the (On-the-Job training) <u>Practice Teaching</u> (second semester);</li> <li>• Certificate of Candidate for Graduation/ Registrar’s recommendation based on subject evaluation;</li> <li>• Registration form (For the students who will cross enroll in other colleges for their lack subjects);</li> <li>• Medical Requirements: Chest X-ray and Physical Examination, Pregnancy Test for the female students;</li> <li>• Assignment sheet;</li> <li>• OJT checklist form</li> </ul>		<ul style="list-style-type: none"> <li>• Registrar’s Office</li> <li>• Registrar’s Office</li> <li>• College where s/he will enroll</li> <li>• Any clinics, hospitals, Accredited Health Centers of the DOH</li> <li>• OJT Coordinator (Faculty room)</li> <li>• OJT Coordinator (faculty room)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>2. Accomplish the OJT checklist form which will be signed by:</p> <p>2.1 Registrar</p> <p>2.2 Guidance Counsellor</p> <p>2.3 College Nurse</p> <p>2.4 OSA Directress</p> <p>2.5 OJT Coordinator</p>	<ul style="list-style-type: none"> <li>• Check the academic requirements</li> <li>• Evaluate the results of the psychological test</li> <li>• Check the medical requirements</li> <li>• Check the registration form and the insurance, and parents' consent/waiver</li> <li>• Check the Endorsement letter form and the OJT uniform to be worn during the training, paraphernalia to be used and give confirmation that the students are qualified to undergo the On the Job Training in hospitality service</li> </ul>	<p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<ul style="list-style-type: none"> <li>• Assigned faculty member</li> <li>• Registrar</li> <li>• Guidance Counselor</li> <li>• School Nurse</li> <li>• OSA Directress</li> <li>• OJT Coordinator</li> </ul>
<p>2. Proceed to the following offices for the signature and final checking of document</p>	<p>Check the completion of the checklist form</p>	<p>None</p>	<p>5 minutes</p>	<ul style="list-style-type: none"> <li>• HMP Head</li> <li>• Dean</li> <li>• OIC of the College</li> </ul>
<p>End of Transaction = 40 minutes</p>				

### 1.3.2 Distribution of Memorandum of Agreement to Potential Hotel and Restaurant Industry Partners

Prior to the Deployment of the student interns, the HMP Head and the OJT coordinator shall find time to distribute the MOA to a handful of possible industry partners. In this way, the abovementioned persons determine if the school shall allow the trainees to undergo training in their institution, for in rare cases declining happens for some valid reasons, so change of plan should be employed.

<b>Office or Division:</b>	On-the-Job Training (Hospitality Management Program)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client - G2B / Government to Business			
<b>Who may avail:</b>	HMP OJT students/Partners Hotel and Restaurant Industries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Memorandum of Agreement</li> <li>Assignment Sheet</li> </ul>		<ul style="list-style-type: none"> <li>OJT Coordinator (faculty room)</li> <li>OJT Coordinator (faculty room)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Explain briefly the objectives of the training.  4.1 Ask permission from the institution based on what is stipulated in the MOA.	Receive and Check of the MOA and assignment sheets	none	25 minutes	<ul style="list-style-type: none"> <li>HMP Head</li> <li>OJT Coordinator</li> </ul>
End of Transaction = 25 minutes per Industry				
Note: Number of minutes of transaction depends on the availability of the stakeholders.				

### 1.3.3 Selection of Industry Partners

Partner Hotel and Restaurant Industries are selected based on their proximity of resident and/or interest-preferences of the student interns. This is done for the convenience of the trainees/students. Closeness of their home to the partner industries saves time and money for their meal allowances and transportation. Numbers of teams are created depending on the number of clusters produced.

<b>Office or Division:</b>	On-the-Job Training Program (Hospitality Management Program)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client – G2B / Government to Business			
<b>Who may avail:</b>	HMP OJT students/Partners Hotel and Restaurant Industries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		

<ul style="list-style-type: none"> <li>Lists of students with their complete addresses</li> </ul>		<ul style="list-style-type: none"> <li>OJT Coordinator (faculty room)</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filling out of the INFO sheet; names, complete address, contact number, etc.	<ul style="list-style-type: none"> <li>Make clusters of students who belong to the same barangay</li> <li>Produce groups but limiting the number of trainees for the preferred industry partner</li> <li>Modify the list considering some valid reasons and acceptable suggestions of the trainees</li> </ul>	None	1 to 4 days  depending on the number of trainees	OJT Coordinator
End of transaction = 4 days				

#### 1.3.4 OJT Uniform (Prescribed House Keeping, Kitchen and Hotel Front Office Uniforms)

Appropriate dress codes are expected to be worn by the student interns during their training. They should look respectable most of the time. Wearing presentable attire will definitely make them look professionals even if they are still in the internship period. Though our college is a Free Higher Education Institution, still there is a need to spend some amount for the training, e.g. uniform, paraphernalia, and portfolio. Apparently wearing civilian attire is more costly so wearing uniform instead is encouraged. Students will therefore design and shoulder the expenses for the uniform which will be worn during the entire training.

<b>Office or Division:</b>	On-the-Job Training Program (Hospitality Management Program)
<b>Classification:</b>	Highly Technical (Multistage Processing)
<b>Type of Transaction:</b>	G2C / Government to Client
<b>Who may avail:</b>	HMP OJT students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



<ul style="list-style-type: none"> <li>Proposal for the uniform and bar pin with the design, amount to be spent, and the sample cloth/textile</li> </ul>		<ul style="list-style-type: none"> <li>Student Uniform Committee</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. A series of meetings shall be conducted by the committee on uniform, talking about the design, and the kind of cloth to be used. The committee seeks help from the dressmakers/tailors concerning the textile and the design.	Monitor the process of designing of the uniform	None	3 meetings for the finalization of the design (3 hours)	<ul style="list-style-type: none"> <li>Members of the committee on uniform</li> <li>OJT Coordinator</li> <li>Official dressmaker / tailor</li> </ul>
5. After reaching the final design, the committee shall submit a proposal to the OJT Coordinator and HMP Head	<ul style="list-style-type: none"> <li>Review the proposal; the design and the amount to be spent. Give suggestions for the enhancement of the design</li> <li>Approval of the proposal</li> </ul>	None	1 hour	<ul style="list-style-type: none"> <li>OJT Coordinator</li> <li>HMP Head</li> </ul>
		None	30 minutes	<ul style="list-style-type: none"> <li>OIC – PCCM</li> </ul>
6. Once the proposal is approved, the chairman of the committee on uniform together with the presidents of the classes shall make the next move in buying textiles in bulk to save money, next to that is to give the dressmaker the signal to proceed for the production of the uniform	Check the number of sewn uniforms	(External supplier – cost may vary depending on sizes)	3 months	<ul style="list-style-type: none"> <li>Members of the committee on uniform</li> <li>OJT Coordinator</li> <li>Dressmaker</li> </ul>
End of Transaction = (approx.) 60 days				
Note: Duration of manufacturing of uniform depends on the production by the provider				

### 1.3.5 Deployment Orientation

One of the significant parts of the OJT student training program is the Orientation about the Deployment. Once enrolled for internship, the students together with his/her parents or guardian MUST attend the said OJT orientation in compliance to CHED Memorandum (CMO) No. 62 series of 2017 and TESDA.

<b>Office or Division:</b>	On-the-Job Training Program (Hospitality Management Program)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	HMP OJT students / Parents-Guardians			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Attendance during the orientation</li> </ul>		<ul style="list-style-type: none"> <li>Registration form at the venue of the orientation (City of Meycauayan Convention Center)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attendance of parents to OJT Students deployment orientation	OJT Students shall be asking their parents to sign the letter of invitation for the deployment orientation	None	Time may vary depending whether parents will/will not attend the activity (approx. 1 day)	Parents of the OJT Student Trainees
2. Submit the signed letter to the OJT Coordinator	Collect the letter signed by the guardians or parents (Acknowledgement Receipt)	None	5 minutes	OJT Coordinator
3. OJT Students and their parents MUST attend the Deployment Orientation	Check the attendance of the students and their parents/ guardians attending the Orientation Program	None	3 hours	OJT Coordinator
End of Transaction = 3 hours				

### 1.3.6 Seminar Series

A must-have in the preparation for the Student Trainees is the provision of series of seminars. To produce competent, effective, and responsible workers of the hospitality service industry, provided by F&B, Hotel industry linkages and career talks to indulge in trainings for their professional growth.

<b>Office or Division:</b>	On-the-Job Training Program (Hospitality Management Program)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	HMP OJT students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Attendance during the seminar</li> </ul>		<ul style="list-style-type: none"> <li>Registration form at the venue of the seminar (College Library - PCCM)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign in the registration form	Present information relevant to the prepared topics	None	4 hours	<ul style="list-style-type: none"> <li>Dean</li> <li>OSA Directress</li> <li>HR Manager</li> <li>SS Coordinator</li> <li>OJT Coordinator</li> <li>HMP Head</li> <li>Assigned Faculty members</li> <li>Seminar committee members</li> </ul>
End of Transaction = 4 hours				

### 1.3.7 HMP Trainees Pledging Rites

Pledging Rites is a very significant ceremony wherein the graduating batch hands down their responsibilities to the next generation. Transfer of responsibilities is an emotional ceremony done by the graduating students and their successors before the previous leaves the college.

<b>Office or Division:</b>	On-the-Job Training Program (Hospitality Management Program)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	HMP OJT students / HMP Graduating Students / Parents-Guardians			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Attendance during the seminar</li> </ul>		<ul style="list-style-type: none"> <li>Registration form at the venue of the seminar (City of Meycauayan Convention Center)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attendance of parents to HMP Trainees Pledging Rites	OJT Students will be asking their parents to sign the letter of invitation for the (pledging) <u>pinning</u> ceremony	None	Time may vary depending whether parents will/will not attend the activity (approx.1 day)	Parents of the OJT Students

2. Submit the signed letter to the OJT Coordinator	Collect the letter signed by the guardians or parents (Acknowledgement Receipt)	None	5 minutes	OJT Coordinator
3. OJT Students and their parents must attend the (Pledging) <u>Pinning Ceremony</u>	Check the attendance of the students and their parents/ guardians	None	4 hours	OJT Coordinator
End of Transaction = 4 hours				

### 1.3.8 Deployment / Training Day

An hour or two before the deployment, (on-the-job trainees) pre-service teachers are gathered for the last time for picture taking by team. On this short gathering, uniforms shall also be checked before they go to their prospective industries. Only a few teams will be endorsed personally by the OJT coordinator and HMP Head.

<b>Office or Division:</b>	On-the-Job Training Program (Hospitality Management Program)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client – G2B Government to Business			
<b>Who may avail:</b>	HMP OJT students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>MOA</li> <li>Assignment sheets and other paraphernalia</li> </ul>		<ul style="list-style-type: none"> <li>OJT Coordinator (Faculty room – TEP wing)</li> <li>OJT Coordinator (Faculty room – TEP wing)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Students are expected to go to the social hall of the college for the short ceremony before they will be deployed</p> <p>1.1 After the documentation / picture taking, the students are expected to proceed to their corresponding industry for reporting, with their paraphernalia,</p>	<ul style="list-style-type: none"> <li>Check attendance per team</li> <li>Group the students per team for the class pictures/ documentation and Check the MOA, assignment sheets, and paraphernalia</li> </ul>	None	2 hours	<ul style="list-style-type: none"> <li>Dean</li> <li>HMP Head</li> <li>OJT Coordinator</li> <li>SS Coordinator</li> <li>HMP Head</li> <li>OJT Coordinator</li> </ul>

MOA and assignment sheets				
End of Transaction = 2 hours				

### 1.3.9 Monitoring of Student Interns / Trainees

In order to ensure effective learning through actual work exposure if achieved during the on-the-job training, student trainees will be monitored and evaluated. Every now and then trainees will be visited by the HMP Head and the OJT Coordinator, especially when there are issues to be solved.

The OJT Students will be graded based on his / her performance and compliance to the policies and guidelines provided;

- 40% Performance
- 30% Monthly Progress Report
- 20% Portfolio
- 10% Attendance and Participation in Orientations, meetings, seminars and conferences

<b>Office or Division:</b>		On-the-Job Training Program (Hospitality Management Program)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C / Government to Client		
<b>Who may avail:</b>		HMP OJT students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Locator;</li> <li>• Acknowledgment form;</li> <li>• Student intern evaluation sheet</li> </ul>		<ul style="list-style-type: none"> <li>• HR office (Ground Floor – near HMP wing)</li> <li>• Partner Industry</li> <li>• OJT Coordinator (Faculty room – 2<sup>nd</sup> Floor TEP wing)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare for students' daily routine	Evaluate the OJT Students' performance	None	1 day per school	<ul style="list-style-type: none"> <li>• HMP Head</li> <li>• OJT Coordinator</li> <li>• Partner Industry</li> </ul>
2. Prepare the materials for students' performance	Evaluate the student intern performance using the prescribed rubric	None	1 day per industry partner	<ul style="list-style-type: none"> <li>• HMP Head</li> <li>• OJT Coordinator</li> <li>• Cooperating teacher</li> <li>• School heads</li> </ul>
End of Transaction = 1 day per industry partner				

#### 1.4 Community Extension Section

PCCM offers quality and relevant education that aims for the holistic development of the individual. The College aligns itself with the threefold function of an HEI in research development, academics and instructions, and extension activities. *(Mandate under RA 7722 or Higher Education Act of 1994, Sec 2, Par.2)*

The Community Extension Office provides services to the Meycauayan community with integrity and excellence for the benefit of the public and institutions through volunteer work for social transformation. It is the college voluntary arm that involves all academic and non-academic staff in an effort to satisfy its corporate social responsibility. The college channels its social and community outreach programs to every program (TEP and HMP) and offices through community coordination. Volunteer faculty members serve in the community on different occasions as lecturers and facilitators of the program on literacy, environmental and sanitation, health and nutrition, as well as livelihood concerns.

PCCM adapts to the continuous provision of quality education to ensure health and safety, as well as in the recalibration of extension and productivity policies, plans, budgeting, management and mapping to the “New Normal” for the immediate response to the community needs.

##### 1.4.1 Memorandum of Agreement (MOA)

There should be a Memorandum of Agreement and Guidelines specifically outlining the duties and responsibilities of concerned parties, activity plan, specific objectives between the college (PCCM) and the local agency partner for the implementation of program and activities of Community Extension Office. Build strong ties between community and local government to provide sustainable program to support the community. The MOA shall be signed by the representatives of the 2 parties involved; OIC, and the Dean for the first party, while the Local government agency partner or the second party, with witnesses from both parties. To make the agreement legal, it shall be notarized.

<b>Office or Division:</b>	Community Extension Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C / Government to Client	
<b>Who may avail:</b>	Local Agency Partners	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Memorandum of Agreement</li> <li>• Approved calendar of activities</li> </ul>		<ul style="list-style-type: none"> <li>• PCCM Community Extension Office (Program Head’s Office – 2<sup>nd</sup> floor TEP wing)</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign and submit / return the Memorandum of Agreement and explain the objectives of programs and activities	Receive all the documents	None	1 day	<ul style="list-style-type: none"> <li>• Community Extension Coordinator</li> <li>• Officer-in-Charge, PCCM</li> <li>• College Dean</li> <li>• Local Agency Partners</li> </ul>
End of Transaction = 1 day				

#### 1.4.2 Formulation of PCCM Volunteer Group/s

Build team or workforce that will help the implementation of programs and activities of Community Extension Office. And develop leadership skills of students and employees. It is also geared toward promoting and keeping the spirit of volunteerism.

<b>Office or Division:</b>	Community Extension Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Student Volunteers, Teaching and Non-Teaching Volunteers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Calendar of Activities</li> <li>• Volunteer Application Form (For Students);</li> <li>• Parent's Consent Form;</li> <li>• Medical Certificate</li> </ul>		<ul style="list-style-type: none"> <li>• PCCM Community Extension thru online (Google form and Google drive)</li> <li>• Accredited Medical Clinics and Hospital</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>(Teaching and Non-Teaching Volunteers)</b> 1. Meet and Collaboration on the alignment of activities for Community Extension office	<ul style="list-style-type: none"> <li>• Coordinate with Academic and Admin office on partnership of outreach program activities</li> </ul>	None	20 minutes	<ul style="list-style-type: none"> <li>• Community Extension Coordinator</li> <li>• Volunteers / extensionist</li> </ul>
<b>(Student Volunteers)</b> To join for the Volunteer Group, sign the Volunteer Application Form thru online platform	<ul style="list-style-type: none"> <li>• Inform client/students who are interested to join thru fb page / messenger</li> </ul>			

	about the responsibilities of the volunteers			
<b>(Teaching and Non-Teaching Volunteers)</b> 1. Submit the planned Calendar of Activities  <b>(Student Volunteers)</b> 2. Submit the accomplished Volunteer Student Application form together with the Parent's Consent form signed by the parents/guardian of student volunteers thru online	<ul style="list-style-type: none"> <li>• Consolidate the Calendar of Activities</li> <li>• Receive and review the online accomplished form</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>• Community Extension Coordinator</li> </ul>
3. Submit scanned medical certificate thru online (Google drive/ messenger)	<ul style="list-style-type: none"> <li>• Receive and check the submitted online medical certificate</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>• Community Extension Coordinator</li> <li>• College Nurse</li> </ul>
End of Transaction = 30 minutes				

### 1.4.3 Orientation of Volunteers

To inform and prepare the volunteer students for the program and activities of community extension office.

<b>Office or Division:</b>	Community Extension Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Student Volunteers, Teaching and Non-Teaching Volunteers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Attendance during the orientation</li> </ul>		<ul style="list-style-type: none"> <li>• Registration form thru online (Google form/drive or messenger)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attend the online orientation for volunteers / extensionist	<ul style="list-style-type: none"> <li>• Community Extension Coordinator will inform volunteers thru Fb Page/</li> </ul>	None	2 hours	<ul style="list-style-type: none"> <li>• Community Extension Coordinator</li> <li>• Volunteers/Extensionist</li> </ul>



	messenger for the online orientation <ul style="list-style-type: none"> <li>• Orient the volunteers/extensionist in the recalibrated manual of operation on policies and guidelines of Community Extension Office adopting to the New Normal</li> <li>• Online checking of the attendance thru google form</li> </ul>			
End of Transaction = 2 hours				

#### 1.4.4 Actual Community Involvement Activities of Volunteers

The Community Extension Office provides services to the Meycauayan community with integrity and excellence for the benefit of the public and institutions through volunteer work for social transformation. It is the college voluntary arm that involves all academic and non-academic staff in an effort to satisfy its corporate social responsibility.

<b>Office or Division:</b>	Community Extension Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Student Volunteers, Teaching and Non-Teaching Volunteers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Polytechnic College of the City of Meycauayan (PCCM) Office of the Community Extension</b> <ul style="list-style-type: none"> <li>• Approved Letter of Activity;</li> <li>• Approved Budget Project / Activity Proposal;</li> <li>• Activity Documentation of Local agency partners</li> </ul>		<ul style="list-style-type: none"> <li>• Administration Office (2<sup>nd</sup> Floor – Admin. Wing)</li> <li>• PCCM Community Extension Office (Program Head’s Office – 2<sup>nd</sup> floor TEP wing)</li> <li>• Finance Office (2<sup>nd</sup> Floor – Admin. Wing)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write a proposal letter with the detailed program of activities which will be submitted to the CEO for review and to OIC-PCCM, for approval	Verifies approved activity proposal or approved letter of activity	None	5 days	<ul style="list-style-type: none"> <li>• Community Extension Coordinator</li> <li>• Faculty and Non-teaching volunteers/extensionist</li> </ul>

2. Submit the budget project/activity proposal with the approved letter and detailed program of activities to finance office for approval of the City Mayor's Office	Prepare and follow up the Budget Proposal activity form for the implementation of the activity	None	1 day	<ul style="list-style-type: none"> <li>• Community Extension Coordinator</li> <li>• Finance Office</li> </ul>
3. Teaching and non-teaching personnel involved on the approved activities of the Community Extension Office to attend the actual community must follow the safety health protocols of the college	Check the PPE's and attendance of Teaching and non-teaching personnel volunteers / extensionist	None	2 hours	<ul style="list-style-type: none"> <li>• Community Extension Coordinator</li> <li>• Faculty and Non-teaching volunteers/extensionist</li> </ul>
4. Coordinate with the local government agency partners	<ul style="list-style-type: none"> <li>• Distribute the donation/actual approved activities of community extension office to the partner agency/agencies</li> <li>• Follow up the documentation to local agency partners in the implementation of the activity, send thru fb page or messenger</li> </ul>	None	5 days	<ul style="list-style-type: none"> <li>• Community Extension Coordinator</li> <li>• Local Agency Partners</li> </ul>
End of Transaction = 11 days and 2 hours				

#### 1.4.5 Capacity Building Seminar/Workshop for Volunteers/Extensionist

In compliance to CHED Regional Cascading of the Central Luzon Higher Education Action Plan (CLRHEAP) Fiscal Year 2020-2022 "Reshaping Higher Education Amidst COVID – 19 Pandemic, the Community and Extension Office will be having a series of Training/Capacity building program applicable in the new normal environment. The action plan covers all faculty members mandated to perform extension work in their respective areas of responsibility. The training program is intended for PCCM faculty extensionists and extension managers to equip them of the necessary knowledge, skills and values. The initial training projects identified shall take the lead in organizing a core team who shall serve as core of trainers.

<b>Office or Division:</b>	Community Extension Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Student Volunteers, Teaching and Non-Teaching Volunteers			
<b>CHECKLIST OF RUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Attendance during the Seminar / Training		Registration form thru online (Google form/drive or messenger)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>(Teaching and Non-Teaching Volunteers)</b> 1. Attend the seminars / trainings on the approved activities of the Community Extension Office and must follow the safety health protocols of the college.	<ul style="list-style-type: none"> <li>Supervise and assist in the implementation of the seminars / trainings Online and face to face.</li> </ul>	None	1 day	<ul style="list-style-type: none"> <li>Community Extension Coordinator</li> <li>Faculty and Non-teaching volunteers/extensionist</li> <li>Student volunteers/extensionist</li> </ul>
<b>(Student Volunteers)</b> Attend the online webinar/trainings	<ul style="list-style-type: none"> <li>Check the attendance of student volunteers thru online platform</li> </ul>			
End of Transaction = 1 day				

### 1.5 Research and Development Section

The four-fold function of the higher institution is instruction, research, extension, and production (Hufana, 2019). Research is an integral part of this academic institution for the transformative education and culture that is geared towards its vision and mission. It is a major function in higher education that sets the higher institution of learning from basic education (Taylor, Taylor, & Luitel, 2012).

The college is committed to contribute to the transformation of the socio-economic well-being of the people of Meycauayan by providing the needed support addressing the pressing needs of the local community, particularly poverty alleviation and proper environmental management for sustainable countryside economic development. In order to attain this noble mission, Polytechnic College of the City of Meycauayan (PCCM) needs to develop a sound Research and Development Plan to be the basis for the smooth implementation and delivery of outputs that will adhere to its development goals.

Recalibration of research policies of the college, research agenda, plans and mapping adopting to the new normal were taken into consideration to prepare new projects and implementation of programs that are suited for a safe delivery of outputs that will adhere to the program’s continuous monitoring, evaluation, and enhancement of the research activities.

**1.5.1 Preparation for the Online Research Orientation**

The students must be articulate to present in an online research conference so that their research endeavor is significant and their approach is systematic in the said activity.

The prescribed contents of the manuscript are distinct for each Program as the research thrust corresponds to the respective target competencies.

<b>Office or Division:</b>	Research and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	1 <sup>st</sup> year to 4 <sup>th</sup> year students of Polytechnic College of the City of Meycauayan			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
• Research Orientation			• Student	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attend an Online Research Orientation	<ul style="list-style-type: none"> <li>Schedule an Online Research Orientation</li> <li>Research adviser disseminates the schedule to the students</li> </ul>	None	1 day	<ul style="list-style-type: none"> <li>Research and Development</li> <li>Subject Adviser</li> <li>Subject Adviser</li> </ul>
End of Transaction = 1 day				

**1.5.2 Checking of Manuscripts and Preparation for the Online Conference**

Manuscripts will be written in an IMRAD (Introduction, Methodology, Results, Analysis, and Discussion) format. The students will undergo an online thesis mock defense with their subject adviser before the presentation. Before submitting the final manuscript, each group should make sure that their manuscripts are properly proofread. Manuscripts should be submitted via e-mail as a PDF file.

Best quality research outputs will be presented in an online research conference where the students articulate the results of their study that should be significant in the local college and community. An online research conference is a virtual conference done through Zoom. The

students will present simply the IMRAD of their paper. This is scheduled in the final period of the semester or at least a week before the final examination to give much time for revisions.

<b>Office or Division:</b>	Research and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	1 <sup>st</sup> year to 4 <sup>th</sup> year students of Polytechnic College of the City of Meycauayan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Online Research Conference		• Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit IMRAD to Subject Adviser	<ul style="list-style-type: none"> <li>• Receive and check all submitted requirements for completeness</li> <li>• Collate IMRAD manuscript</li> </ul>	None	1 day	<ul style="list-style-type: none"> <li>• Research and Development</li> <li>• Subject Adviser</li> <li>• Research and Development</li> <li>• Subject Adviser</li> </ul>
2. Schedule for Online Research Conference	<ul style="list-style-type: none"> <li>• Schedule the order of presentation for the online conference</li> </ul>	None	1 day	<ul style="list-style-type: none"> <li>• Subject Adviser</li> <li>• Research Head</li> </ul>
End of Transaction = 2 days				

### 1.5.3 Final Checking of Manuscripts for Publication

The submission of the following completes the thesis writing process:

- **To the Research Instructor** – the students must submit a fully proofread manuscript in IMRAD format. Copies must be saved as a PDF file and e-mailed to the subject adviser.
- **To the Research and Development Office** – all submitted manuscripts shall be perused and reviewed by the subject adviser, thesis adviser, program head, college dean, and research and development head for a possible publication.

<b>Office or Division:</b>	Research and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	1 <sup>st</sup> to 4 <sup>th</sup> year students of Polytechnic College of the City of Meycauayan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Final Research Manuscript		• Student		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully proofread PDF manuscripts through e-mail	<ul style="list-style-type: none"> <li>• Verify the documents</li> <li>• Review the manuscripts</li> <li>• Submit the final manuscript for printing</li> </ul>	None	3 days	<ul style="list-style-type: none"> <li>• Research and Development</li> <li>• Subject Adviser</li> <li>• Program Head</li> <li>• Research Head</li> <li>• Finance Officer</li> </ul>
End of Transaction = 3 days				

## 2. Student Services and Academic Support Division

### 2.1 Guidance Counselling and Testing Section

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

#### 2.1.1 Online Admission Services

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

<b>Office or Division:</b>	Guidance and Testing Center
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	All College Applicants (K-12) Graduates)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>Qualifications for Admission:</b> <ul style="list-style-type: none"> <li>• At least a High School graduate with a general grade average or rating of not less than <b>85%</b> from the previous school attended;</li> <li>• Be of Good Moral Character;</li> </ul>	<b>WHERE TO SECURE</b> Official PCCM Facebook Page (Guidance Admission Procedures and Guidelines on Online-Admission Services.

<ul style="list-style-type: none"> <li>• Be of good health certified by a competent physician;</li> <li>• Have passed the <b><u>Online Screening Process</u></b> to be administered by the College Screening Committee;</li> </ul> <p><b>What are the Requirements:</b></p> <ul style="list-style-type: none"> <li>• Report Card with GWA (Form 138) Xerox Copy</li> <li>• Good Moral Certificate (Xerox Copy)</li> <li>• PSA Birth Certificate (Xerox Copy)</li> <li>• Mayor’s Endorsement (Xerox Copy) Secure after passing the screening</li> <li>• Proof of Residency/Voter’s I.D. (Xerox Copy) Optional (upon request)</li> <li>• Medical Certificate (Xerox Copy) Secure after passing the screening</li> <li>• Two (2) I.D. Pictures (2”x2”)</li> <li>• E-Application Form, <b><u>All Scanned Requirements Are Submitted Online.</u></b></li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill-up the PCCM E-Application Form from the Official Guidance Office Online- Admission Services Procedures and Guidelines accessible through PCCM website.	<ul style="list-style-type: none"> <li>• Provide accessible e-application form and list of requirements to be scanned for submission.</li> <li>• Explain the online admission and screening procedure.</li> <li>• Provide Online notification per applicant for other procedures required.</li> </ul>	None	10 minutes	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> </ul>
Submit and send completed E-Application Form with scanned requirements.	<ul style="list-style-type: none"> <li>• Receive and record e-application form.</li> <li>• Advise the applicant to follow the schedule of</li> </ul>	100 Php	10 minutes	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> <li>• Finance Officer</li> </ul>

	<p>online interview allotted.</p> <ul style="list-style-type: none"> <li>• Conduct assessment / evaluation of the submitted e-application form and scanned documents</li> </ul>			
Submit to a Scheduled Online Interview	<ul style="list-style-type: none"> <li>• Conduct scheduled online interview to applicant</li> <li>• Provide schedule of result of screening through online announcements.</li> </ul>	None	15 minutes	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> <li>• College Dean</li> </ul>
Get result and secure E-Enrolment Permit	<ul style="list-style-type: none"> <li>• Provide e-enrolment permit to qualified applicants and list of requirements to be scanned for submission in the enrolment.</li> <li>• Explain the online enrolment procedure.</li> <li>• Provide the schedule of enrolment through online announcement</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> </ul>
End of Transaction = 40 minutes				

**2.1.2 Online Issuance of Certificate of Good Moral Character and other Related Certificates**

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



<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>School ID</li> <li>School Clearance Form</li> <li>Transcript of Records or Diploma for Alumni</li> </ul>		Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online-Issuance of Certificates)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
-Submit and send Scanned Requirements to the Official Guidance Office Procedures and Guidelines on Issuance of Online-Certificates accessible through PCCM website.	<ul style="list-style-type: none"> <li>Verify the authenticity of the scanned requirement submitted.</li> <li>Provide e-request for certification form for e-payment.</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> <li>Guidance Staff</li> </ul>
Present E-Receipt of Payment	<ul style="list-style-type: none"> <li>Prepare the certificate.</li> <li>Double check the certificate with the client.</li> <li>Sign electronically the e-certificate</li> <li>Send the e-certificate</li> </ul>	100 Php	5 minutes	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> <li>Guidance Staff</li> <li>Finance Officer</li> </ul>
Reply through messenger or email for received e-certificate	<ul style="list-style-type: none"> <li>Issue and release E-Certification</li> <li>Advise client to go to the Registrar's Office Official website.</li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> <li>Guidance Staff</li> </ul>
Received the e-certificate and proceed to the Registrar's Office official website for online seal stamping.		None		<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> <li>Guidance Staff</li> <li>Registrar's Office</li> </ul>
End of Transaction = 12 minutes				

**2.1.3 Psychological Testing and Evaluation Services (As per schedule following the PCCM Guidance Health Protocol)**

Administer Psychological Test for OJT students as requirement for Student Deployment Checklist and Industry MOA; and for City Government applicants.

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Students, Teachers, Employee Alumni and Applicant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>School ID/Company ID or Valid Id for Alumni and Applicants (scanned)</li> <li>Endorsement Letter for Psychological Testing (Scanned)</li> </ul>		Official PCCM Facebook Page (Guidance Procedures and Guidelines on Psychological Testing and Evaluation Services.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present/send scanned endorsement letter for psychological testing to the Official Guidance Office Procedures and Guidelines on Psychological Testing and Evaluation accessible through PCCM website.	<ul style="list-style-type: none"> <li>Provide E-Testing Permit for schedule and e-payment of testing fee.</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> <li>Guidance Staff</li> </ul>
Submit e-receipt of payment on the scheduled day of the psychological test (As per schedule following the PCCM Guidance Health Protocol)	<ul style="list-style-type: none"> <li>Receive and record pertinent information of examinee.</li> <li>Advise the examinee to go to the testing area.</li> </ul>	100 Php	5 minutes	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> <li>Guidance Staff</li> <li>Finance Officer</li> </ul>
Take the Psychological Test (As per schedule following the PCCM Guidance Health Protocol)	<ul style="list-style-type: none"> <li>Administer Psychological Test.</li> </ul>	None	1 hour	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> <li>Guidance Staff</li> </ul>
Secure E-Certificate of Result through online	<ul style="list-style-type: none"> <li>Provide interpretation and evaluation of test result through online consultations</li> </ul>	None	15 minutes	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> <li>Guidance Staff</li> <li>Registrar's Office</li> </ul>

Reply through messenger or email for received e-certificate and test result.	<ul style="list-style-type: none"> <li>• Issue and release certification and test result</li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> </ul>
End of Transaction = 28 minutes				

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

Its purpose is to help students know and gain insights about themselves in particular life situation through the aid of test results and interview. Counseling Services may be individual routine counseling either voluntary or referrals are done any time when the need arises.

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Students, Teachers, Employee Alumni and Parents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Walk-in</li> <li>• Called-in (<b><u>mediums used are all online platforms</u></b>)</li> <li>• Referral</li> </ul>		Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online-Counseling, Follow-up and Consultation Services. .		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign-in for the Online Counseling Services.	Advice medium of online platform to be use for online-counseling to the client.	None	1 minute	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> </ul>
Client shares information, responds to assessment / testing procedures (online)	<ul style="list-style-type: none"> <li>• Interview, assessment and problem conceptualization</li> <li>• Interviews, administers tests and other assessment procedures, analyze the problem (online)</li> </ul>	None	29 minutes	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> </ul>
	<ul style="list-style-type: none"> <li>• Counseling interventions</li> <li>• Sets counseling goals and start to conduct first</li> </ul>	None	1 hour	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> </ul>

	counseling session (online)			
	<ul style="list-style-type: none"> <li>Continue or terminate counseling session (online)</li> </ul>	None	2 hours	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> </ul>
	<ul style="list-style-type: none"> <li>Counselor calls or text the client for follow-up online counseling session</li> </ul>	None	1 hour	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> </ul>
End of Transaction = 4 hours and 30 minutes				

### 2.1.5 Online-Individual Inventory Services

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

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Individual Inventory E-Form</li> <li>Updating Form</li> <li>Cumulative Record</li> </ul>		Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online-Individual Inventory Services).		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign-in for the Online-Individual Inventory Services	Present Individual Inventory E-Forms to the client.	None	1 minute	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> <li>Guidance Staff</li> </ul>
New students have to fill out the Individual Inventory E-Form while continuing students have to fill out the e-updating form accessible through PCCM website.	<ul style="list-style-type: none"> <li>Provide students with individual inventory form or updating form</li> </ul>	None	6 minutes	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> <li>Guidance Staff</li> </ul>

Send the accomplished e-form and the e-clearance form for electronic signature of the guidance counselor	<ul style="list-style-type: none"> <li>• Checks individual inventory e-form or e-updating form of students.</li> <li>• Sign electronically clearance of students</li> </ul>	None	3 minutes	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> </ul>
End of Transaction = 10 minutes				

### 2.1.6 Online-Information Services

The general purpose of the information service is to assist students understand and evaluate contingent environmental factors. It will provide students with information in exploring broad areas of occupations, and in considering various kinds of preparation in school or through some venues of training.

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Program Activity E-Form</li> <li>• Online-Calendar of Activities</li> <li>• E-Cumulative Record</li> </ul>		Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online-Information Services).		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	<ul style="list-style-type: none"> <li>• The Office organizes symposia, fora, workshops, trainings and seminars for students (webinars)</li> </ul>	None	Preparation period depends on the type of activity organized (webinar)	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> </ul>
Students check the online schedule of activities to be attended	<ul style="list-style-type: none"> <li>• Posts announcements and disseminate information regarding the activity (webinar) through official PCCM website.</li> </ul>	None	1 week prior to the activity (webinar)	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> </ul>

Students attend to the activity (webinar)	<ul style="list-style-type: none"> <li>• Checks the online attendance of the participants</li> <li>• Overseer of the activity (webinar)</li> </ul>	None	Duration depends on the type of activity (webinar) conducted	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> </ul>
End of Transaction				

### 2.1.7 Online- Scholarship Application Assistance Services

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

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Transcript of Records TOR (Xerox Copy)</li> <li>• Good Moral Certificate (Xerox Copy)</li> <li>• PSA Birth Certificate (Xerox Copy)</li> <li>• Two (2) I.D. Pictures (2"x2")</li> <li>• Scholarship Application Form</li> <li>• Scholarship Certificate <b>All Scanned Requirements Are Submitted Online</b></li> </ul>		Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online Scholarship Application Assistance Services.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure the Scholarship E-Application Form from the Guidance Office accessible through PCCM website. or downloadable from the benefactor website	<ul style="list-style-type: none"> <li>• Provide e-application form and list of requirements to be scanned and submitted online.</li> <li>• Explain the scholarship e-screening procedure.</li> <li>• Inform student's date of submission of e-application and scanned</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> </ul>

	requirements. through online announcements			
Submit completed Scholarship E-Application Form with scanned requirements	<ul style="list-style-type: none"> <li>• Receive and record e-application form.</li> <li>• Conduct assessment/evaluation of the submitted e-application form and scanned documents.</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> </ul>
Submit to a Scheduled Online-Interview	<ul style="list-style-type: none"> <li>• Conduct online-interview to applicant</li> <li>• Provide schedule of result of scholarship application through online announcements.</li> </ul>	None	15 minutes	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> </ul>
Get result of application and secure e-scholarship certificate	<ul style="list-style-type: none"> <li>• Provide scholarship e-certificate to qualified applicants.</li> <li>• Explain duties and responsibilities of a scholar based on the standard of the benefactor through online announcement and consultation.</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> </ul>
Received the e-certificate and proceed to the Registrar's Office for online seal stamping and submission to the Finance Office through official email address for assessment.		None	5 minutes	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> <li>• Guidance Staff</li> </ul>
End of Transaction = 35 minutes				

### 2.1.8 Online- Consultation Services for Tertiary Education Subsidy (TES) Recipient

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

<b>Office or Division:</b>	Guidance and Testing Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Tertiary Education Subsidy (TES) Recipient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>E-Reflection Paper</li> <li>E-Spending Plan Report</li> </ul>		Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online-Consultation Services for Tertiary Education Subsidy (TES) Recipient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign-in for the Online-Consultation Services for Tertiary Education Subsidy (TES) Recipient	Advice medium of online platform to be use for Online-Consultation Services for Tertiary Education Subsidy (TES) Recipient	None	1 minute	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> <li>Guidance Staff</li> </ul>
Submit to an Online-Interview	<ul style="list-style-type: none"> <li>Conduct online-interview to recipient</li> <li>Provide schedule of submission of e-reflection paper and e-spending plan report.</li> </ul>	None	30 minutes	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> <li>Guidance Staff</li> </ul>
Submit E-Reflection Paper and E-Spending Plan Report	<ul style="list-style-type: none"> <li>Discuss duties and responsibilities of TES Grantees. (online)</li> <li>Consolidate submitted/send scanned requirements.</li> </ul>	None	30 minutes	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> </ul>



	<ul style="list-style-type: none"> <li>• Submit report to UniFAST Focal Person through their online official website.</li> </ul>	None	A day after the submission	<ul style="list-style-type: none"> <li>• Guidance Coordinator</li> <li>• Guidance Counselor</li> </ul>
End of Transaction = 1 hour				

## 2.2 Registrar's Office and Records Section

Shall be responsible in the repository of highly important and delicate documents. The office also determines admission course requirements, enrolment, load, transfer, graduation and other matters regarding school records and other documents pertinent to the office, appraises rules and regulations issued from time to time by CHED, PRC, Civil Service and DFA, submits Enrolment List, List of Graduates, CHED E-Form to CHED, PRC and Civil Service. Issuance of Transcript of Records (TOR), Certification, Authentication and Verification (CAV) and Duplicate Diploma. The office is also responsible in the proper conduct and efficient administration of students' enrolment.

### 2.2.1 Online Enrollment Services

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

<b>Office or Division:</b>	Registrar's Office and Records Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C / Government to Client	
<b>Who may avail:</b>	All Student Enrollees (1 <sup>st</sup> year to 4 <sup>th</sup> year)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For 1<sup>st</sup> Year Students:</b> <ul style="list-style-type: none"> <li>• K-12 Report of Card with 2 photocopies;</li> <li>• Certificate of Good Moral Character;</li> <li>• PSA Birth Certificate (original and photocopy);</li> <li>• Mayor's Endorsement;</li> <li>• Short Brown Envelope;</li> <li>• Medical Requirement: Chest X-ray and Physical Examination</li> </ul>		<ul style="list-style-type: none"> <li>• School Graduated in Grade 12 (SHS)</li> <li>• School Graduated in Grade 12 (SHS)</li> <li>• Philippine Statistics Authority (PSA)</li> <li>• City Government (Mayor's Office)</li> <li>• Student</li> <li>• Any clinics, hospitals, Accredited Health Center of the DOH</li> </ul>
<b>For 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> year students:</b> <ul style="list-style-type: none"> <li>• Fully signed clearance;</li> <li>• Report of</li> </ul>		<ul style="list-style-type: none"> <li>• Student (Secured from Finance Office)</li> <li>• Student (Secured from Registrar's</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p style="text-align: center;"><b>STEP 1</b></p> <p><b>Download</b> the Registration form: (links to be provided during enrolment)</p> <ol style="list-style-type: none"> <li>Download the Registrar Form according to your <b><u>Course, Year and Section</u></b></li> <li>Registration Form is in "<b>Fillable PDF</b>" format. Provide necessary information and apply <b>electronic signature using your preferred PDF reader</b></li> <li><b>How to apply electronic signature?</b> Click on the provided links on the caption</li> </ol>	<p>Provide and explain accessible and easy online enrolment for the students</p>	<p>None</p>	<p>5 minutes</p>	<p>MIS Staff</p>
<p style="text-align: center;"><b>STEP 2</b></p> <p><b>Submit</b> Registration Form and fill-out the Student Information in this link: <b><u><a href="http://enrolment.pccm.ed.ph">http://enrolment.pccm.ed.ph</a></u></b></p>	<p>MIS staff will provide this procedure to all students</p>	<p>None</p>		<p>MIS Staff</p>
<p style="text-align: center;"><b>STEP 3</b></p> <ol style="list-style-type: none"> <li>The system will ask to provide your <b>valid</b> and personal <b>email address</b> where we can send the registration link</li> <li>Open your email and click the link you received to proceed to the registration</li> <li>Fill-out all the necessary information. <b>Upload</b> the Registration Form with</li> </ol>	<ul style="list-style-type: none"> <li>Through this Online Enrolment the student can access and submit their Registration Form with proper procedures on how to download and fill-out the Registration Form</li> </ul>	<p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<ul style="list-style-type: none"> <li>Registrar Staff</li> <li>Finance Office</li> </ul>

proper information and electronic signature	<ul style="list-style-type: none"> <li>The received Registration Form should be checked carefully for the validity of your enrolment</li> </ul>			
4. You will receive a <b>QR code</b> that will serve as your <b>proof of enrolment</b>				
End of Transaction = 1 hour and 15 minutes				

**2.2.2 Online Services for the following Documents via PCCM Registrar Facebook Page / Issuances of Records and Certificates**

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

**I. Issuance of Transcript of Records (TOR), Certification, Authentication CAV and Duplicate Diploma;**

**II. Issuance of Request Form for Form 137-A, Dropping Form, Leave of Absence Form, Completion Form, Cross Enrolment Form, Adding and Cancellation of Subject Form**

- **Form 137- A** - is used for students' evaluation and it should be requested from the school where the student graduated;
- **Dropping Form** - A student drops the subjects a week prior to the Midterm and student who fails to drop subjects is considered (AWOL);
- **Leave of Absence** - a student is required to file a leave of absence and for readmission. The maximum leave period is one year;
- **Completion Form** - An incomplete grade shall be completed immediately after the semester it was incurred; otherwise the student shall automatically be given a failing grade mark (5.0);
- **Cross Enrolment Form** - may be allowed when desired subjects are not offered in the school where the student is enrolled in and /or during the term of enrolment;
- **Adding and Cancellation of Subject Form** - shall be scheduled only within the allowable period of two (2) weeks from the opening of classes.

<b>Office or Division:</b>	Registrar's Office and Records Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C / Government to Client
<b>Who may avail:</b>	All Enrolled Student and Alumni
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>Students' Clearance;</li> </ul>	<ul style="list-style-type: none"> <li>Student (Fully signed clearance from Offices)</li> <li>Student (From parent or guardian)</li> </ul>
<b>WHERE TO SECURE</b>	

<ul style="list-style-type: none"> <li>• Authorization letter and ID (for representative);</li> <li>• 2x2 ID picture for CAV and LET Examination;</li> <li>• Official Receipt from Finance Office</li> </ul>		<ul style="list-style-type: none"> <li>• Student</li> <li>• Student (Receipt issued by Finance Office)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>• Search <b>PCCM Registrar</b> on Facebook to make an online request</li> <li>• Message the Registrar's Office through the PCCM Facebook and write the following details:               <ol style="list-style-type: none"> <li>1. Full Name</li> <li>2. Type of Document</li> <li>3. Purpose</li> <li>4. Last year attended</li> </ol> </li> </ul>	<p>Provide and explain all the necessary procedures</p> <p>Explain the online requirements</p>	<p>TOR: PHP 150.00</p> <p>Certification: PHP 75.00</p> <p>CAV: PHP 225.00</p> <p>Duplicate copy of Diploma: PHP 200.00</p>	4 minutes	Registrar Staff
<ul style="list-style-type: none"> <li>• Processing of Documents</li> </ul>	Encoding, checking and printing of document	None	20 minutes	<ul style="list-style-type: none"> <li>• Registrar Staff</li> <li>• College Registrar</li> </ul>
<ul style="list-style-type: none"> <li>• Scheduled payment and release of requested document</li> </ul>	Issuance of requested document(s)	None	2 minutes	<ul style="list-style-type: none"> <li>• Registrar Staff</li> <li>• Finance Office</li> </ul>
End of Transaction = 26 minutes				
Note: Release of documents may vary according to the availability of services				

### 2.3 Office for Student Affairs Section

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

**Student Organization and Publication Services**

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

**Ancillary Services**

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

**2.3.1 Validation of Student Identification Cards**

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

<b>Office or Division:</b>	Office for Student Affairs Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C / Government to Client
<b>Who may avail:</b>	All Bonafede students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<p><b>Validation of Student Identification Cards:</b></p> <ul style="list-style-type: none"> <li>All Bonafede students with Certificate of Registration (COR)/Student's ID</li> </ul> <p><b>What are the Requirements:</b></p> <ul style="list-style-type: none"> <li>Certificate of Registration (COR);</li> <li>Student's ID</li> </ul>	<ul style="list-style-type: none"> <li>Offline Scenario / Limited Face-to-Face           <ul style="list-style-type: none"> <li>All Bonafede students with Certificate of Registration (COR)/Student's ID may claim Student's I.D. Card Validation Sticker at the school entrance during distribution of scheduled Learning Guides during MGCQ govern with health and safety health protocols of the Department of Health and office health and safety protocols and depends on the community quarantine status of the localities of the Institution as identified by the COVID-19 Inter-Agency Task Force (IATF).</li> </ul> </li> <li><b>ONLINE SCENARIO</b> <ul style="list-style-type: none"> <li>Requesting student may send request of Student's I.D. Card Validation Sticker thru <a href="mailto:pccmosas@gmail.com">pccmosas@gmail.com</a> with attached picture image of Student's I.D. Card (front and back); or</li> </ul> </li> </ul>

		phone call: (044) 228-5442, Monday to Friday, office hours.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>OFFLINE SCENARIO</b>	Sign the COR/Validates I.D.	None	1 minute	<ul style="list-style-type: none"> <li>• OSA Staff</li> <li>• OSA Coordinator</li> <li>• OSA Directress</li> </ul>
1. Present certificate of Registration (COR) and student I.D.				
2. Answer the Client Satisfaction Form	Returns the COR and validated I.D.	None	1 minute	<ul style="list-style-type: none"> <li>• OSA Staff</li> <li>• OSA Coordinator</li> <li>• OSA Directress</li> </ul>
End of Transaction = 2 minutes				

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

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

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

**Note: All Face-to-Face interactions are temporarily suspended; all transactions are coursed-through online platform via the PCCM website.**

<b>Office or Division:</b>	Office for Student Affairs Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All Bonafede students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Requirements:</b> <ul style="list-style-type: none"> <li>• Year-round program of activities;</li> <li>• List of Elected officers;</li> <li>• Bio-data of officers with ID picture;</li> <li>• Roster of members;</li> <li>• Certificate of recognition/renewal of student organization;</li> <li>• Request Form</li> </ul>		2 <sup>nd</sup> Floor Student Affairs Office (3 <sup>rd</sup> Room, Left side from the stairs)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Authorized representative of organization secures application form and list of requirements.	Application form and list of requirements are provided	None	5 minutes	OSA Forms and templates are download from and submitted through the PCCM website.
2. Authorized representative fills-up application form and collates supporting documents.	Provide assistance if there are questions in filing up the application form	None	5 minutes	OSA Personnel
3. Authorized representative submits completed application form and supporting documents	Completeness of required documents is checked and if in order, affixes signature on the application form	None	10 minutes	OSA Personnel
4. Authorized representative presents completed application form and supporting documents	Document is reviewed and if in order, favorably endorses application for renewal/recognition	None	5 minutes	OSA Head
5. Authorized representative submits completed and endorsed application and supporting	Documents are evaluated and if in order, approves renewal/recognition of the organization	None	10 minutes	OSA Personnel

documents for final approval				
6. Authorized representative Requests issuance of Official Certificate of Recognition/Renewal	Issues certificate of recognition/renewal of the organization	None	5 minutes	OSA Personnel
End of Transaction = 40 minutes				

### 2.3.3 Request for Student Activity (Online/Virtual Student Activities)

Requisites of the CHED Learning Continuity Plan are procedures to ensure that the activities and opportunities are provided to enhance student and organizational effectiveness.

**Note: All Face-to-Face interactions are temporarily suspended; all transactions are coursed-through online platform via the PCCM website.**

<b>Office or Division:</b>	Office for Student Affairs Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All Bonafede students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Requirements:</b>		2 <sup>nd</sup> Floor Student Affairs Office (3 <sup>rd</sup> Room, Left side from the stairs)		
<ul style="list-style-type: none"> <li>• Program of activities;</li> <li>• Proposed budgetary expenses;</li> <li>• Organization's Resolution authorizing; conduct of the activity and withdrawal of funds from the organization fund;</li> <li>• Request Form</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Authorized representative of organization secures application form.	Application to hold an activity form is provided	None	2 minutes	OSA Forms and templates are download from and submitted through the PCCM website.
2. Authorized representative fills up application.	Provide assistance if there are questions in filing out the application form	None	5 minutes	OSA Head
3. Authorized representative requests favorable endorsement of application.	Adviser, SAC and Dean assess request and if in order, sign the application form	None	5 minutes	<ul style="list-style-type: none"> <li>• OSA Head</li> <li>• College Dean</li> </ul>



4. Authorized representative submits completed application form and supporting documents to the OSA for formal approval	Application and supporting documents to hold student activity are reviewed and evaluated. Officers of organization may be interviewed and additional documents may be required. If in order, request is approved	None	10 minutes	OSA Personnel
5. Authorized representative requests copy of formal approval of activity	Issue copy of formal approval	None	3 minutes	OSA Personnel
End of Transaction = 35 minutes				

#### 2.3.4. Online Job-Fair

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

<b>Office or Division:</b>	Office for Student Affairs Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client – G2B / Government to Business			
<b>Who may avail:</b>	All fourth-year students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Requirements:</b>	2 <sup>nd</sup> Floor Student Affairs Office (3 <sup>rd</sup> Room, Left side from the stairs)			
<ul style="list-style-type: none"> <li>• School ID;</li> <li>• Job Fair e-forms;</li> <li>• Online Attendance Sheet</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register online to the Secretariat	Provide Online Attendance Sheet and Job Fair form	None	3 minutes	• OSA Personnel
2. Shop for job online vacancies posted	Post job vacancies submitted by the companies	None	10 minutes	• OSA Personnel • Alumni Representative
3. Online search to preferred company relevant to the degree taken	Interview and screen prospective applicants via zoom	None	10 minutes	• OSA Personnel • Company Representative

4. Fill out the company e-form/s	Company representative requires filling up of company e-forms	None	10 minutes	<ul style="list-style-type: none"> <li>• OSA Personnel</li> <li>• Company Representative</li> </ul>
5. Give soft copy of Attendance Sheets to the company representative	Sign online the Attendance Slip	None	2 minutes	<ul style="list-style-type: none"> <li>• OSA Personnel</li> <li>• Company Representative</li> </ul>
End of Transaction = 35 minutes				

### 2.3.5 Online application of Student Accident Insurance and Claims

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

<b>Office or Division:</b>	Office for Student Affairs Section			
<b>Classification:</b>	Highly Technical (Multistage Processing)			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All Bonafede students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Requirements:</b>		2 <sup>nd</sup> Floor Student Affairs Office (3 <sup>rd</sup> Room, Left side from the stairs)		
<ul style="list-style-type: none"> <li>• Photocopy of Form 5 (insurance claim form)</li> <li>• Original of Police blotter/extract</li> <li>• Original of Death certificate</li> <li>• Original of Medical certificate</li> <li>• Birth Certificate (reimbursement only)</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student to secure insurance claim form (ICF) and list of supporting documents via online thru <a href="mailto:pccmosas@gmail.com">pccmosas@gmail.com</a>	Issues ICF and list	None	2 minutes	OSA Personnel
2. Student completes ICF and collates supporting documents	Provide schedule of submission	None	2 minutes	OSA Personnel
3. Student submits completed claim form and supporting documents via online thru <a href="mailto:pccmosas@gmail.com">pccmosas@gmail.com</a>	<ul style="list-style-type: none"> <li>• Reviews documents for completeness</li> </ul>	None	3 minutes	• OSA Personnel
	<ul style="list-style-type: none"> <li>• Submits completed claim with supporting documents to Group Insurance Provider</li> </ul>	None	1 day after submission	• OSA Personnel

	<ul style="list-style-type: none"> <li>Insurance claim is processed (constant follow-up by the student affairs office to the student insurance group provider)</li> </ul>	None	15 days to 1 month	<ul style="list-style-type: none"> <li>OSA Personnel</li> <li>Student Insurance Group Provider</li> </ul>
4. Requests release of insurance claim via online thru <a href="mailto:pccmosas@gmail.com">pccmosas@gmail.com</a>	<p>Follow-up from OSA Office.</p> <p>Prepares voucher and pays the claim.</p>	None	Daily during duration of application	<ul style="list-style-type: none"> <li>OSA Personnel</li> <li>Student Insurance Group Provider</li> </ul>
End of Transaction = (approx.) 30 days				
Note: duration of 1 month processing by Group Accident Insurance provider				

### 2.3.6 Medical Reimbursement and Death Aid Claims

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

<b>Office or Division:</b>	Office for Student Affairs Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All Bonafede students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Photocopy of Form 5 (insurance claim form);</li> <li>Original of Police blotter/extract;</li> <li>Original of Death certificate;</li> <li>Original of Medical Certificate;(reimbursement only)</li> </ul>		2 <sup>nd</sup> Floor Student Affairs Office (3 <sup>rd</sup> Room, Left side from the stairs)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student or authorized representative to submit letter of request for medical reimbursement / death aid claims including supporting papers via online thru <a href="mailto:pccmosas@gmail.com">pccmosas@gmail.com</a>	<ul style="list-style-type: none"> <li>Reviews the completeness of documents</li> </ul>	None	4 minutes	<ul style="list-style-type: none"> <li>OSA Personnel</li> </ul>
	<ul style="list-style-type: none"> <li>Request is processed and reimbursed /claim is computed</li> </ul>	None	30 minutes	<ul style="list-style-type: none"> <li>OSA Personnel</li> </ul>

	<ul style="list-style-type: none"> <li>Prepares the voucher and process documents for funding</li> </ul>	None	1-3 days depending on the availability of signatories	Insurance Agent
2. Request release of check payment	Check is released	None	5 minutes	Insurance Agent
End of Transaction = (approx.) 3 days				

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

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

<b>Office or Division:</b>	Office for Student Affairs Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All Bonafede students / Teachers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>A formal written complaint against any student offender;</li> <li>An incident report from the Security Office relative to infraction of Code of Discipline</li> </ul>		2 <sup>nd</sup> Floor Office of Student Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reports the complaints via online thru <a href="mailto:pccmosas@gmail.com">pccmosas@gmail.com</a>	Receives the complaints and clarifies the issues/complaint with office or personnel concerned	None	5 minutes	<ul style="list-style-type: none"> <li>OSA Staff</li> <li>OSA Coordinator</li> <li>OSA Directress</li> </ul>
2. Wait for feedback	Attending officer explains the issue and how to resolve it to the complainant	None	3 minutes	<ul style="list-style-type: none"> <li>OSA Staff</li> <li>OSA Coordinator</li> <li>OSA Directress</li> </ul>
3. If satisfied, thanks the office and fill-up the client satisfaction form via online thru <a href="mailto:pccmosas@gmail.com">pccmosas@gmail.com</a>	Follow up the complaint until resolved	None	5 minutes	<ul style="list-style-type: none"> <li>OSA Staff</li> <li>OSA Coordinator</li> <li>OSA Directress</li> </ul>
4. If not satisfied, follow up the resolution of the complaint until resolved.	Inform the student offender of his violation immediately, or any accusation	None	2-3 days	<ul style="list-style-type: none"> <li>Guidance Coordinator</li> <li>Guidance Counselor</li> </ul>

	<p>against him and shall answer the charges in writing</p> <p>If the offender is a minor, the parent(s) or guardian will be notified and summoned for conferencing</p> <p>If the student admits to the accusation, the OSA decides on the imposition of appropriate sanction on the case</p> <p>A CODI shall be convened to take appropriate action in accepting and hearing of the testimonies and evaluation of evidences for appropriate decision and sanctions commensurable to the gravity of the offense</p> <p>The decision of the Discipline Committee shall immediately take effect.</p>			<ul style="list-style-type: none"> <li>• Adviser / Program Head</li> <li>• CODI</li> </ul>
End of Transaction = 3 days				

## 2.4 Library Section

Shall provide the basic information about the policies and procedures of the library. The outline of policies and procedures ensures that all the professional and paraprofessional members of the library staff are aware of the day to day activities that occur in their area and make them perform their jobs according to the accepted practices of library. It also serves to answer questions pertaining to administrative, public, technical services of the library. Library Services refer to the set of services using library materials for references, intellectual growth through reading, and connecting to global information, and provides informative activities and materials designed to meet student learning adjustments and requirements.

### 2.4.1 Charging - out of Books

Charging out of books service is available during all hours of library operation to the client (8:00 A.M to 5:00 P.M).

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Faculty Members and PCCM Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Library Client Account		• Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the book to the Circulation Counter	Check the book card	None	1 minute	• Librarian
2. Wait for the book to be processed for check out	Scan barcode of the book to be checked-out under the borrower's account	None	1 minute	• Librarian
3. Receive book/s	Issue book/s borrowed.	None	1 minute	• Librarian
End of Transaction = 3 minutes				

### 2.4.2 Receiving Checked - out Books

Charging out of books service is available during all hours of library operation to the client (8:00 A.M to 5:00 P.M).

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Faculty Members and PCCM Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book for return at the Circulation Counter	Receive and check accession number of book/s against the book card	None	2 minutes	• Librarian
2. Wait for the book to be processed for check in	Scan barcode of the book to be returned/checked-in.	None	1 minute	• Librarian
End of Transaction = 3 minutes				

### 2.4.3 Signing of Clearance

Procedure for the signing of clearance issued to faculty members and PCCM personnel

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Signing of Clearance			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Faculty members and PCCM Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Library Client Account</li> <li>Clearance Form</li> </ul>		<ul style="list-style-type: none"> <li>Library</li> <li>HR Office</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance form to the librarian	Check the library client's account record.	None	1 minute	Librarian
2. Wait for the signing of clearance	Signs if no accountability.	None	1 minute	Librarian
3. Receives clearance	Release the clearance.	None	1 minute	Librarian
End of Transaction = 3 minutes				

### 2.4.4 Ask-a-Librarian Service

Librarian will answer the client's query regarding library resources and services through email or chat.

<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Students, Faculty members and PCCM Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>None</li> </ul>		<ul style="list-style-type: none"> <li>None</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Ask the Librarian through email or chat	Interview the client and provide the information.	None	Within the day	Librarian
End of Transaction = within the day				

### 2.4.5 Document Delivery Service

Library Clients may request a particular document from a book or other resources available at the PCCM library through chat or email. Documents will be scanned and sent through email or chat, subject to copyright permissions. (8:00 A.M to 5:00 P.M).

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

### 2.4.6 Online Catalog Search

Library clients may search for a particular title of book or thesis available in the PCCM Library using the OPAC. The library is using a web-based online public access catalog LIBRARIKA, a free integrated library system. Available online 24/7 via

URL: <https://pccmlib.librarika.com/search> - contains bibliographic record of books collection

URL: <https://pccmlibrarythesis.librarika.com/search> - contains bibliographic record of thesis/researches collection

URL: <https://pccmlibrarycuratedoer.librarika.com/search> - PCCM Library curated Open Educational Resources (OER), this provides bibliographic records and links on where to download particular OER.



<b>Office or Division:</b>	Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Students, Faculty members and PCCM Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• None		• None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Search the online catalog for material needed via: <ul style="list-style-type: none"> <li>• <a href="https://pccmlib.librarika.com/search">https://pccmlib.librarika.com/search</a></li> <li>• <a href="https://pccmlibrarythesis.librarika.com/search">https://pccmlibrarythesis.librarika.com/search</a></li> <li>• <a href="https://pccmlibrarycuratedoer.librarika.com/search">https://pccmlibrarycuratedoer.librarika.com/search</a></li> </ul>	Encode materials in the LIBRARIKA system (books, thesis and Open Educational Resources (OER))	None	None	Librarian
2. Client may download Open Educational Resources (OER) through the link provided in the OPAC				
3. Client may request a copy of a particular chapter or topic from the reference found in the OPAC.	Process the request		Within the day	Librarian
End of Transaction= within the day				

## 2.5 Health Section

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

on-duty also provides assistance in the issuance of medical certification needed for students' OJT deployment.

**2.5.1 Online Health Consultation Services**

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

<b>Office or Division:</b>	Student Services and Academic Support Division (SASSD)			
<b>Classification:</b>	Health Office Services			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Online Scanned Medical Records Monitoring and Update</li> </ul>		Official PCCM Facebook Page (Clinic Procedures and Guidelines on Online-Health Consultation Services).		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign-in for the Online Health Consultation Services.	Ask client and records chief complaint, injury / wound. <ul style="list-style-type: none"> <li>Performs online demonstration of necessary procedure/s for first aid actions</li> <li>Give the following services if needed through the online consultation:</li> <li>Suggest medicine if needed and available</li> <li>Make referrals if needed.</li> <li>Gives health teaching if needed.</li> <li>If needed further medical intervention send client to the nearest hospital.</li> </ul>	None	5-10 minutes (or as needed)	College Nurse

	<ul style="list-style-type: none"> <li>• Proper assistance and links will be arranged by the health personnel through PCCM online portals for available health intervention action.</li> </ul>			
Enrollment client submits pertinent medical requirements online (scanned medical certificate and x-ray)	Receives and Checks scanned medical certificate and x-ray if there's any medical concern and make referral if needed.	None	3-5 minutes	College Nurse
Filling out of e-medical and e-dental form	Receives and reviews entry on the scanned medical record and the submitted scanned medical requirements.	None	3-5 minutes	College Nurse
Request for medical assistance through the online consultation facilities of PCCM	Assisting / accompany client outside the school/home ( <b>in case of emergency only</b> )	None	1-4 days (or as needed)	College Nurse
End of Transaction = depends on the kind of services needed				

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

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

<b>Office or Division:</b>	Health Section	
<b>Classification:</b>	Highly Technical (Multi-stage processing)	
<b>Type of Transaction:</b>	G2C / Government to Client	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Through Health and Medical Referrals</li> <li>• Contact tracing forms</li> </ul>		<ul style="list-style-type: none"> <li>• Health Office and other accredited COVID-19 Agencies</li> </ul>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for Medical Assistance: <ul style="list-style-type: none"> <li>• Person with symptoms or suspected with COVID-19</li> </ul>	Assist clients on the following: <ul style="list-style-type: none"> <li>• The school medical personnel must be immediately informed of the condition of the suspected personnel (showing signs and symptoms of CoVID-19).</li> </ul>	None	3-5 minutes	<ul style="list-style-type: none"> <li>• Nurse</li> <li>• Physician</li> <li>• COVID-19 Focal Person</li> <li>• DOH / CHU</li> </ul>
<ul style="list-style-type: none"> <li>• Information to Health Office</li> </ul>	<ul style="list-style-type: none"> <li>• The CoVID-19 Focal Person will call the City Health Office or DOH Hotline regarding the situation at hand.</li> </ul>	None	3-5 minutes	
<ul style="list-style-type: none"> <li>• Contact tracing procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Get information of the history of possible illness and people whom interacted with.</li> <li>• Contact tracing will be done by Health Personnel accredited by DOH to the close contacts of the suspected individual 1-2 weeks prior to the showing of the symptoms.</li> </ul>	None	3-5 minutes	<ul style="list-style-type: none"> <li>• DOH / CHU</li> <li>• Nurse</li> <li>• Physician</li> <li>• COVID-19 Focal Person</li> </ul>
Instructions for Quarantine Procedures for suspected or COVID-19 positive patient	Patient will be advised to take full 14-day (2 weeks) Home Quarantine health monitoring or will be immediately confined in an ISOLATION AREA to prevent possible	None	14 days mandatory quarantine procedure	<ul style="list-style-type: none"> <li>• DOH / CHU</li> <li>• Nurse</li> <li>• Physician</li> <li>• COVID-19 Focal Person</li> </ul>

	spreading and transmission of the disease.			
Taking the COVID-19 Tests	The suspected patient shall undergo scheduled Rapid Test, Swab or PCR tests for positive or negative results in contracting the contagion.	3,000 – 5,000 Php range	<ul style="list-style-type: none"> <li>• 1-3 days for testing</li> <li>• 1-5 days for results</li> </ul>	<ul style="list-style-type: none"> <li>• DOH / CHU</li> <li>• Nurse</li> <li>• Physician</li> <li>• COVID-19 Focal Person</li> </ul>
End of Transaction = (approx.) 5 minutes				
Note: Tests and result may vary on responses (depending on exigency)				

### 3. Administrative Division

#### 3.1. Human Resource Management and Development Section

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

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

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

<b>Office or Division:</b>	Human Resource Management and Development Section		
<b>Classification:</b>	Complex – Multilevel Activity		
<b>Type of Transaction:</b>	G2C / Government to Client		
<b>Who may avail:</b>	All Qualified Applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Application Letter; <ul style="list-style-type: none"> <li>• Addressed to the City Mayor, attention to the PCCM Officer in Charge;</li> <li>• Stating purpose of application;</li> </ul> </li> <li>• Personal Data Sheet;</li> <li>• Transcript of Records/Diploma;</li> <li>• Certificate of Eligibility/License;</li> <li>• Certificates of Awards or Participation;</li> </ul>		PCCM Human Resource Development Office Ground Floor Right Wing	

<ul style="list-style-type: none"> <li>• Certificates of previous employment signed by previous employer;</li> <li>• Latest performance rating</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application and complete requirements to PCCM HRDO	<ul style="list-style-type: none"> <li>• Receives application and complete credentials</li> </ul>	None		<ul style="list-style-type: none"> <li>• Human Resource Management Officer II</li> </ul>
	<ul style="list-style-type: none"> <li>• Evaluate applicants' credentials</li> </ul>	None	1 to 2 days per 10 applicants	<ul style="list-style-type: none"> <li>• Human Resource Management Officer II</li> </ul>
	<ul style="list-style-type: none"> <li>• Preparation of Zoom link and Documents for Convening</li> </ul>	None	½ day	<ul style="list-style-type: none"> <li>• Human Resource Management Officer II</li> </ul>
	<ul style="list-style-type: none"> <li>• Convening /Deliberation of PCCM Faculty Selection Board/ PCCM PSB</li> </ul>	None	1 day	PCCM PSB and PCCM FSB <ul style="list-style-type: none"> <li>• College Dean</li> <li>• College HRMO as Secretary</li> <li>• Program Head of respective Program</li> <li>• Administrative Officer V for Academics</li> <li>• Faculty Association President</li> <li>• OSA Directress (Student Services applicant)</li> <li>• Human City Resource Management Officer</li> </ul>
	<ul style="list-style-type: none"> <li>• Forward result of deliberation to the City Mayor for final action / selection</li> </ul>	None	1 day	<ul style="list-style-type: none"> <li>• Human Resource Management Officer II</li> </ul>

	<ul style="list-style-type: none"> <li>• Prepare notice to selected applicants through letter/Email and phone call</li> <li>• Ensure that the Personal Data Sheet is answered properly and completely with recent photo, thumb mark affixed</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>• HRMO – II</li> <li>• Administrative Assistant I</li> </ul>
		None	1 hour	
2. Successful Applicants, assume duty at specified date	Forward to City Human Resource Management Office for the preparation of contracts if the drug and rapid test results are negative.	None	3 to 5 days	City Human Resource Management Office
End of Transaction = 9.5 days				

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

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

<b>Office or Division:</b>	Human Resource Management and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All Active Employee/Separated Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Human Resource Development Office Ground Floor Right Wing		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish and submit the completely filled up request form	<ul style="list-style-type: none"> <li>• Review and receive accomplished request form</li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>• Human Resource Management Officer II</li> </ul>

	<ul style="list-style-type: none"> <li>• Forward to City Human Resource Management Office for preparation</li> </ul>	None	½ day	<ul style="list-style-type: none"> <li>• Administrative Assistant I</li> <li>• Liaison Officer</li> </ul>
	<ul style="list-style-type: none"> <li>• Release request to client (Upon receipt)</li> </ul>	None	Within the day	<ul style="list-style-type: none"> <li>• Administrative Assistant I</li> <li>• Liaison Officer</li> </ul>
End of Transaction = ½ day				

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

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

<b>Office or Division:</b>	Human Resource Management and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All (Active Employee)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Leave Application;</li> <li>• Medical certification, in case of sick leave of more than five days;</li> <li>• Clearance for vacation leave in excess of 30 calendar days; permit to travel, in case vacation leave will be spent overseas;</li> </ul>		PCCM Human Resource Development Office Ground Floor Right Wing		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request then Fill up and submit the CSC Form No. 6	<ul style="list-style-type: none"> <li>• Review and record control number in logbook <i>(for sick leave more than five 5 days; verify medical certificate)</i></li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>• Administrative Assistant I</li> </ul>
	<ul style="list-style-type: none"> <li>• Endorsed leave form to Immediate Supervisor for recommending approval</li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>• Administrative Aide VI</li> </ul>
	<ul style="list-style-type: none"> <li>• Forward the CSC Form No.6 to CHRMO for</li> </ul>	None	Within the day	<ul style="list-style-type: none"> <li>• Administrative Assistant I</li> <li>• Liaison Officer</li> </ul>



	recording and approval			
End of Transaction = ½ day and 2 minutes				
Note: Employee should file Application for Leave at Least 5 days in advance; Medical Certificate (when necessary to avail service)				

### 3.1.4 Request for Locator and Pass Slip

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

<b>Office or Division:</b>	Human Resource Management and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All Active Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Invitation/Program;</li> <li>• Schedule of Activity;</li> <li>• Itinerary;</li> <li>• Approved request letter</li> </ul>		PCCM Human Resource Development Office Ground Floor Right Wing		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request then Fill up and submit the Locator/Pass slip to HRD Office	<ul style="list-style-type: none"> <li>• Review and record control number in logbook</li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>• Administrative Assistant I</li> </ul>
	<ul style="list-style-type: none"> <li>• Endorsed Locator/Pass Slip to Immediate Supervisor for recommending approval</li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>• Administrative Aide VI</li> </ul>
	<ul style="list-style-type: none"> <li>• Forward the Locator/Pass Slip to City Administrator's Office for recording and approval</li> </ul>	None	Within the day	<ul style="list-style-type: none"> <li>• Administrative Assistant I</li> <li>• Liaison Officer</li> </ul>
	<ul style="list-style-type: none"> <li>• Issue the Locator/Pass slip to the client upon approval</li> </ul>	None	Within the day	<ul style="list-style-type: none"> <li>• Administrative Assistant I</li> <li>• Liaison Officer</li> </ul>
End of Transaction = (approx.) ½ day				
Note: Employee should request locator slip for official business and pass slip for personal business at least two (2) days before the intended date of use				

### 3.1.5 Request for Locator and Pass Slip Application for Authority to attend Trainings

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

<b>Office or Division:</b>	Human Resource Management and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All (Active Employee)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Application Letter;</li> <li>Addressed to the City Mayor, noted by immediate supervisor;</li> <li>Stating purpose of request;</li> <li>Program/Invitation</li> </ul>		PCCM Human Resource Development Office Ground Floor Right Wing		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter duly signed by the immediate supervisor with attached invitation/ program/ memorandum from service provider	<ul style="list-style-type: none"> <li>Review and check the learning development / participant who will attend</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>Human Resource Management Officer II</li> </ul>
	<ul style="list-style-type: none"> <li>Forward to Mayor's Office for approval</li> </ul>	None	Within the day	<ul style="list-style-type: none"> <li>Administrative Assistant I</li> <li>Liaison Officer</li> </ul>
	<ul style="list-style-type: none"> <li>Forward the Approved letter to City CHRMO for travel order preparation</li> </ul>	None	Within the day	<ul style="list-style-type: none"> <li>Administrative Assistant</li> <li>Liaison Officer</li> </ul>
	<ul style="list-style-type: none"> <li>Issue the Travel Order upon release from the City Administrator's Office</li> </ul>	None	Within the day	<ul style="list-style-type: none"> <li>Administrative Assistant</li> <li>Liaison Officer</li> </ul>
2. Claim check if registration / per diem / transportation is requested		None	Within the day	City Treasurer's Office
End of Transaction = ½ day (approx.)				
Note: Employee should submit a request letter to attend training two (2) weeks to one (1) month before the exact date of seminar/training				

### 3.1.6. Request for Clearance Form

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

<b>Office or Division:</b>	Human Resource Management and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All (Active Employee/Separated Employee)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Clearance Form;</li> <li>• Government Issued ID</li> </ul>		PCCM Human Resource Development Office Ground Floor Right Wing		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Clearance Form at HRD Office	Prepare the Clearance Form	None	3 minutes	Human Resource Management Officer II
2. Fill up and proceed to designated offices for verification	Sign the Clearance upon verification if cleared	None	1-2 days	Heads of Offices <ul style="list-style-type: none"> <li>• Supply and Property Services</li> <li>• Human Resource Welfare &amp; Assistance</li> <li>• Faculty Association</li> <li>• Office of the College Dean</li> <li>• Financial Services Library</li> <li>• Registrar</li> <li>• Program Heads Office</li> <li>• Teacher Education Program</li> <li>• Hospitality Management Program</li> <li>• TVET Program</li> <li>• Office of Student Affairs</li> <li>• College Dean</li> <li>• College Administrator</li> </ul>

3. Return the Clearance Form duly signed by the concern offices to HRD Office	<ul style="list-style-type: none"> <li>Review and Check the Clearance Form</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>Human Resource Management Officer II</li> </ul>
	<ul style="list-style-type: none"> <li>Issue the duly signed Clearance for COS/JO personnel</li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>Human Resource Management Officer II</li> </ul>
	<ul style="list-style-type: none"> <li>Forward to CHRMO for the preparation of City's Clearance Form for Temporary/ Permanent/ Casual personnel</li> </ul>	None	Within the day	<ul style="list-style-type: none"> <li>Administrative Assistant I</li> <li>Liaison Officer</li> </ul>
End of Transaction = 2 days				

### 3.1.7 Application for Work Immersion

Work immersion program provides students “real workplace” experience and providing them a set of technical-vocational and livelihood skills that can help them more informed in their career choices and employment prospects.

<b>Office or Division:</b>	Human Resource Management and Development Section			
<b>Classification:</b>	Complex – Multilevel Processing			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Memorandum of Agreement; <ul style="list-style-type: none"> <li>Request Letter</li> </ul> </li> <li>Addressed to the College Administrator; <ul style="list-style-type: none"> <li>School Endorsement</li> <li>Resume/Bio Data</li> </ul> </li> </ul>		PCCM Human Resource Development Office Ground Floor Right Wing		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the Memorandum of Agreement, Request Letter <i>Addressed to the College Administrator</i> , School Endorsement and Resume/Bio Data	<ul style="list-style-type: none"> <li>Receive all the documents</li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>Human Resource Management Officer II</li> </ul>
	<ul style="list-style-type: none"> <li>Forward to College Administrator's Office for approval</li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>Administrative Assistant I</li> </ul>

	<ul style="list-style-type: none"> <li>Evaluate, assess coordinate with School Coordinator for deployment (if necessary)</li> </ul>	None	1-2 days	<ul style="list-style-type: none"> <li>Human Resource Management Officer II</li> </ul>
	<ul style="list-style-type: none"> <li>Set schedule for orientation</li> </ul>	None	1 day	<ul style="list-style-type: none"> <li>Human Resource Management Officer II</li> </ul>
	<ul style="list-style-type: none"> <li>Issue Endorsement letter and certificate of acceptance</li> </ul>	None	Occasional inspection during the OJT immersion process	<ul style="list-style-type: none"> <li>Human Resource Management Officer II</li> </ul>
	<ul style="list-style-type: none"> <li>Monitor students' activities in the assigned offices/ departments (for work immersion)</li> </ul>			
End of Transaction = 3 days				

### 3.1.8 Application for Certificate of Completion

Certificate of completion provided for work-immersion student after completing the duration of activity in conformity with the MOA.

<b>Office or Division:</b>	Human Resource Management and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All Work Immersion Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Certificate of completion from office of assignment</li> </ul>		PCCM Human Resource Development Office Ground Floor Right Wing		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit certificate of completion from office of assignment	<ul style="list-style-type: none"> <li>Receive certificate of Completion from office of assignment</li> <li>Prepare HRDO Certificate of Completion</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>Human Resource Management Officer II</li> </ul>

	<ul style="list-style-type: none"> <li>• Forward to Office of the College Administrator for signing</li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>• Administrative Assistant I</li> </ul>
	<ul style="list-style-type: none"> <li>• Release of Certification of Completion</li> </ul>	None	2 minutes	<ul style="list-style-type: none"> <li>• Human Resource Management Officer II</li> </ul>
End of Transaction = 9 minutes				

**3.1.9 Application for Loans (Land bank / HDMF / GSIS / Cooperative)**  
 Loan application and processing forwarded to CHRMO.

<b>Office or Division:</b>	PCCM Human Resource Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All (Active Employee)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Accomplished Loan Application Form;</li> <li>• Pay slip;</li> <li>• Valid IDs</li> </ul>		PCCM Human Resource Development Office (Ground Floor near HMP wing)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request Loan Application Form and required documents	<ul style="list-style-type: none"> <li>• Receive and checked the accomplished loan application form with attached documents</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>• Human Resource Management Officer II</li> </ul>
	<ul style="list-style-type: none"> <li>• Forward to CHRMO for processing of loan application</li> </ul>	None	Within the day	<ul style="list-style-type: none"> <li>• Administrative Assistant I</li> <li>• Liaison officer</li> </ul>
End of Transaction = 5 minutes				

**3.1.10 Queries on Other Personnel Matters**  
 Consultation on personnel and other work-related matters.

<b>Office or Division:</b>	PCCM Human Resource Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All (Active Employee)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		PCCM Human Resource Development Office Ground Floor near HMP wing		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the Officer of the Day to request for a discussion/ consultation with concerned HRDO personnel	Conduct dialogue and/or inquiry with particular issue	None	3-5 minutes (depending on the issues involved)	Human Resource Management Officer II
End of Transaction = 5 minutes				

### 3.2 Finance Section

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

#### 3.2.1 Collection of Fees

For Opt-out Students or paying clients; payment of requested credentials or documents.

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Students, Parent-Guardian, Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Assessment Form/Order of Payment;</li> <li>Order of Payment-Good Moral;</li> <li>Order of Payment-School Credentials</li> </ul>		<ul style="list-style-type: none"> <li>Finance Office Ground floor near HMP wing</li> <li>Guidance Office, Second floor - TEP wing</li> <li>Registrar Office 2nd floor - Admin wing</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Assessment form	Evaluates Assessment Form and Registration form as to completeness and accuracy	None	1 minute	<ul style="list-style-type: none"> <li>Cashier</li> <li>Collection officer</li> </ul>
2. Pay the corresponding amount of a certain transaction				
2.1 Pay tuition and miscellaneous fees	Issues Official Receipt and updates payment in	Depending on enrolled subjects	2 minutes	<ul style="list-style-type: none"> <li>Cashier</li> <li>Collection officer</li> </ul>

Pays other Fees: <ul style="list-style-type: none"> <li>• Transcript of Record</li> <li>• Transcript of Record with Transfer Credentials</li> <li>• Certification, Authentication, Verification (CAV)</li> <li>• Duplicate Copy Diploma</li> <li>• Course Description</li> <li>• Good Moral</li> </ul>	the Student Copy Assessment Form	and applicable fees to be charged.		
	Issues Official Receipt for every payment transaction	PHP 150.00	2 minutes	<ul style="list-style-type: none"> <li>• Cashier</li> <li>• Collection officer</li> </ul>
		PHP 225.00	2 minutes	
		PHP 75.00	2 minutes	
		PHP 200.00	2 minutes	
PHP 150.00 Php 50.00	2 minutes 2 minutes			
3. Issuance of Official Receipt	Provide students of official receipt after payment of requested documents	None	1 minute	<ul style="list-style-type: none"> <li>• Cashier</li> <li>• Collection officer</li> </ul>
End of Transaction = 16 minutes				

### 3.2.2 Issuance of Assessment Form

Assessment of fees based on enrolled subjects.

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All bonafide students, Parent-Guardian, Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• New Student- Enrollment Slip and Clinic Slip</li> <li>• Old Student-Enrollment Slip and Clearance</li> </ul>		<ul style="list-style-type: none"> <li>• Enrollment Slip-Guard/Assigned Room for First Step of Enrollment.</li> <li>• Clinic Slip- Clinic, Ground floor near HMP wing</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Enrollment Slip and Clinic Slip	Evaluates Assessment Form and Registration form as to completeness and accuracy	None	4 minutes	Finance Officer
2. Receives the 4 copies of Assessment Form	Print 4 copies of Assessment Form together with the Registration Form	None	4 minutes	Finance Officer



with Registration Form				
3. Bring the Assessment Forms to the Advising Area	Saves the Assessment Form per program and directs student to the <b>Advising</b> for signing of Registration Form, then, to the Cashier if paying students	None	1 minute	Finance Officer
4. Submits one copy of Assessment Form with complete signatures	Receives Assessment Form for Filing	None	1 minute	<ul style="list-style-type: none"> <li>• Finance Staff</li> <li>• Finance Officer</li> </ul>
End of Transaction = 10 minutes				

### 3.2.3 Releasing of Statement of Account

Procedure for the issuance of statement of account for student applying for Scholarship grants and for other purposes.

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Students, Parent-Guardian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Assessment Form</li> <li>• Request letter stating the purpose</li> </ul>		<ul style="list-style-type: none"> <li>• Student</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Request Letter and Assessment Form	Check documents as to completeness and accuracy	None	1 minute	Finance Officer
2. Signs in the Transaction Logbook	Evaluate student records in the Free Higher Education Billing if included. If not, checks the payment history in the Students Masterlist	None	3 minutes	Finance Officer
3. Receives Statement of Account	Prints and signs Statement of Account	None	1 minute	Finance Officer
End of Transaction = 4 minutes				

### 3.2.4 Signing and Releasing of Examination Permit

Student is to secure test permit before taking College major examinations (I.e. Prelim, Midterm and Final Tests).

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Students, Parent-Guardian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Assessment Form</li> </ul>		<ul style="list-style-type: none"> <li>Student</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Assessment Form	Evaluates student records if included in the Free Higher Education Billing. If not, checks payment history of the student	None	1 minute	<ul style="list-style-type: none"> <li>Cashier</li> <li>Finance Staff</li> </ul>
2. Signs in the Examination Permit Logbook	Evaluate student records if included in the Free Higher Education Billing. If not, checks payment history of the student		2 minutes	<ul style="list-style-type: none"> <li>Cashier</li> <li>Finance Staff</li> </ul>
3. Receives Examination Permit	Signs and releases Examination Permit with complete details		1 minute	<ul style="list-style-type: none"> <li>Cashier</li> <li>Finance Staff</li> </ul>
End of Transaction = 4 minutes				

### 3.2.5 Signing and Releasing of Clearance

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

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Students, Parent-Guardian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Assessment Form</li> <li>Examination Permit</li> </ul>		<ul style="list-style-type: none"> <li>Student</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Presents Assessment Form and submit Examination Permit with complete signature of the Instructors	Checks documents as to completeness and accuracy	None	1 minute	<ul style="list-style-type: none"> <li>• Cashier</li> <li>• Finance Staff</li> </ul>
2. Signs in the Transaction Logbook	Signs and releases Clearance with complete details	None	1 minute	<ul style="list-style-type: none"> <li>• Cashier</li> <li>• Finance Staff</li> </ul>
3. Receives Clearance	Files the Examination Permit	None	1 minute	<ul style="list-style-type: none"> <li>• Cashier</li> <li>• Finance Staff</li> </ul>
End of Transaction = 3 minutes				

### 3.2.6 Addition and Cancellation of Subjects

Procedure for corrections by adding or deletion of subject/s enrolled.

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Students, Parent-Guardian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Assessment Form</li> <li>• Add/Cancel Form</li> </ul>		<ul style="list-style-type: none"> <li>• Student</li> <li>• Registrar's Office, 2<sup>nd</sup> floor – Admin. wing</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Assessment Form and Add/Cancel form with complete details and signatures	Check documents as to completeness and accuracy	None	1 minute	Finance Officer
2. Signs in the Transaction Logbook	Updates the subject/s in the Registration Form	None	2 minutes	Finance Officer
3. Receives Updated Assessment Form (4 copies)	Prints and Saves the Assessment Form per program and directs student to the <b>Advising</b> for signing of Registration Form, then, to the Cashier if Paying Students	None	3 minutes	Finance Officer
4. Submits one copy of Assessment Form with complete signatures	Receives Assessment Form for Filing	None	1 minute	Finance Officer

End of Transaction = 7 minutes

### 3.2.7 Issuance of Duplicate Copy of Document

Request for the issuance of a duplicate copy of original document (I.e. Assessment Form, Registration Form, Permit among others).

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	Students, Parent-Guardian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request Letter signed by the Program Head</li> <li>Endorsement from the Office of Student Affairs</li> <li>Student ID</li> </ul>		<ul style="list-style-type: none"> <li>Student</li> <li>Office of student Affairs 2<sup>nd</sup> floor – TEP wing</li> <li>Student</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Request Letter and Endorsement from the Office of Student Affairs	Checks documents as to completeness and accuracy	None	1 minute	<ul style="list-style-type: none"> <li>Cashier</li> <li>Finance Staff</li> </ul>
2. Photocopies the Assessment Form-Finance Copy and surrenders the ID.	Releases the Assessment Form-Finance Copy for reproduction	None	1 minute	<ul style="list-style-type: none"> <li>Cashier</li> <li>Finance Staff</li> </ul>
3. Returns the Assessment Form-Finance Copy	Stamps the photocopied Assessment Form with CERTIFIED TRUE COPY OF THE ORIGINAL. Then, attach the Request Letter and Endorsement in the Assessment Form Finance Copy	None	1 minute	<ul style="list-style-type: none"> <li>Cashier</li> <li>Finance Staff</li> </ul>
<b>Examination Permit</b>	Checks Permit Number in the Examination Permit Logbook and Issues Permit with the same number as the original	None	1 minute	<ul style="list-style-type: none"> <li>Cashier</li> <li>Finance Staff</li> </ul>
4. Signs in the Transaction	Releases the document	None	1 minute	<ul style="list-style-type: none"> <li>Cashier</li> <li>Finance Staff</li> </ul>

Logbook				
End of Transaction = 5 minutes				

### 3.2.8 Request for Petty Cash Fund

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

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Client - G2C Government to Government			
<b>Who may avail:</b>	Teaching and Non-teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Locator Slip(Photocopy);</li> <li>• Itinerary of Travel (Original)</li> <li>• Certification of Emergency Purchase (Original)</li> </ul>		<ul style="list-style-type: none"> <li>• PCCM HR Office, Ground Floor near HMP wing</li> <li>• Client</li> <li>• Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Locator Slip and Itinerary of Travel or Certification of Emergency of Purchase	Check documents as to completeness and accuracy	None	1 minute	Petty Cash Custodian
2. Complete the information needed in the Petty Cash Voucher, and submits to the College Administrator's Office for approval	Issue pre-numbered Petty Cash Voucher	None	1 minute	Petty Cash Custodian
3. Submits the Approved Petty Cash Voucher	Release the cash needed	None	1 minute	Petty Cash Custodian
4. Submits the Original Copy of Certificates of Appearance, Original Official Receipts or pictures and signs the Liquidation Submitted portion of the Petty Cash Voucher	Checks the accuracy and Attach the Original Copy of Certificates of Appearance, Original Official Receipts or pictures in the Petty cash Voucher	None	2 minutes	Petty Cash Custodian
End of Transaction = 5 minutes				

**3.2.9 Processing of Obligation Request/Trust Fund Utilization Request**  
 Procedure for provisions on the request and processing of Trust Fund.

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client - G2C Government to Government			
<b>Who may avail:</b>	Teaching and Non-teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Approved Request Letter</li> <li>• Approved Proposals</li> </ul>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved Request Letter or approved Proposals and signs the transaction logbook	1. Receive Approved Letter or Approved Project Proposals	None	5 minutes	• Finance Officer
	2. Prepare Obligation Request or Trust Fund Utilization Request and submit to the College Administrator for signing	None	1 day	• Finance Officer
	3. Records Obligation Request or Trust Fund Utilization Request in the Vouchers Logbook.	None	1 day	• Finance Staff • Finance Officer
	4. Submits Obligation Request to the City Budget Office for signing	None	1 day	• Finance Staff • Finance Officer
	5. Submits Trust Fund Utilization Request to the City Accounting Office for Signing			
End of Transaction = 3 days and 5 minutes				

### 3.2.10 Processing of Project Proposals

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

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

### 3.2.11 Processing of Purchase Requests

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

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple – Multilevel Processing			
<b>Type of Transaction:</b>	G2C /Government to Client - G2C Government to Government			
<b>Who may avail:</b>	Teaching and Non-teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Project Procurement Management Plan		Client		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit list of Supplies or Equipment and signs the Transaction Logbook	• Check list in the Project Procurement Management	None	10 minutes	• Finance Officer
	• Encodes supplies or equipment in the Purchase Request Form	None	1 day	• Finance Officer
	• Let the requesting personnel signs the Purchase Request	None	3 minutes	• Finance Officer
	• Submits the Purchase Request to the General Services Office	None	1 day	• Finance Officer
End of Transaction = 2 days and 13 minutes				

#### 4. Building, Plant and Facilities Division

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

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

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

Shall be responsible in ensuring the total structure of the College, its premises, furniture and fixtures, properties and facilities are in good and working condition. The section also submits an inventory of status of all offices, classrooms and function rooms as to serviceability of electrical appliances (I.e. electric fans, air-conditioning units, lighting system, technical and sound system, and the like). The section ensures the cleanliness and orderliness of the college premises, supervises the building and maintenance



personnel and assign specific task to the utility workers; and perform other functions that may be assigned to them from time to time.

#### 4.1.1 Cleaning and Maintenance Services

Provision of clean and conducive learning and work environment.

<b>Office or Division:</b>	General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client (Routine Activity)			
<b>Who may avail:</b>	PCCM Community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request form;</li> <li>School I.D. (for students)</li> </ul>		2 <sup>nd</sup> Floor Faculty Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure a filled-out request form for cleaning of room(s), offices and facilities. Scheduled cleaning of offices can be also requested	<ul style="list-style-type: none"> <li>Verify the authenticity of the requirement submitted</li> <li>Dispatch available utility worker(s) for cleaning and grooming of room or facility</li> </ul>	None	45 minutes	<ul style="list-style-type: none"> <li>BPFO Head</li> <li>Utility Officers</li> </ul>
End of Transaction = 45 minutes				

#### 4.1.2 Repair Works

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

<b>Office or Division:</b>	Physical Plant and Facilities Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / College to Client			
<b>Who may avail:</b>	All College Students, Faculty and Office Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request letter / Request Form</li> <li>Incidence Report</li> <li>School I.D. (for students)</li> </ul>		2 <sup>nd</sup> Floor Faculty Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Provide a request letter or incident report for damage facilities or equipment requested	<ul style="list-style-type: none"> <li>Verify the authenticity of the requirement submitted</li> </ul>	None	1 hour	<ul style="list-style-type: none"> <li>BPFO Head</li> <li>Utility Officers</li> <li>Finance Officer</li> </ul>

for repair works or replacements.	<ul style="list-style-type: none"> <li>• Request tools and equipment to Property Custodian (if available)</li> <li>• If tools and equipment are not available, request and obtain budget on Finance Office for purchase</li> <li>• Dispatch available utility worker(s) for repair works</li> <li>• If the severity of repair is unmanageable, request City General Service Office for Assistance</li> </ul>			<ul style="list-style-type: none"> <li>• City General Service Office</li> </ul>
End of Transaction = 1 hour				

#### 4.1.3 Transfer of Equipment

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

<b>Office or Division:</b>	Physical Plant and Facilities Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All College Students, Faculty and Office Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Request letter</li> <li>• School I.D. (for students)</li> </ul>		2nd Floor Faculty Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure filled-out request form for the transfer of school equipment within or outside the college.	<ul style="list-style-type: none"> <li>• Verify the authenticity of the requirement submitted</li> <li>• Request tools and equipment for transfer to</li> </ul>	None	1 hour	<ul style="list-style-type: none"> <li>• BPFO Head</li> <li>• Utility Officer</li> <li>• Finance Officer</li> </ul>

	Property Custodian			
	<ul style="list-style-type: none"> <li>Dispatch available utility worker/s for equipment and tools transfer</li> </ul>			
End of Transaction = 1 hour				

#### 4.1.4 Status of all Offices, Classrooms, and Function Rooms

Provision for the maintenance and cleanliness of offices, work areas and laboratories.

<b>Office or Division:</b>	Physical Plant and Facilities Section			
<b>Classification:</b>	Simple (Routine work)			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	College Administrator, Officer-in-Charge PCCM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>None</li> </ul>		2nd Floor Faculty Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Office routine requirements	<ul style="list-style-type: none"> <li>Submits and inventory of the status of all offices, classrooms, and functions rooms as to the serviceability of electrical appliance (electric fans, air con units, lighting systems, and the like)</li> <li>If there are repairs, dispatch available utility worker(s) for repair works</li> <li>If tools and equipment is not available, request and obtain budget</li> </ul>	None	AM and PM routine	<ul style="list-style-type: none"> <li>PPFO Head</li> <li>Utility Officer</li> <li>Finance Officer</li> <li>City General Service Office</li> </ul>

	on Finance Office for purchase  • If the severity of repair is unmanageable, request City General Service Office for Assistance			
End of Transaction = Daily Routine				

#### 4.2 Property Section

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

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

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

<b>Office or Division:</b>	Property / General Services Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C / Government to Client		
<b>Who may avail:</b>	All Bonafede students and College Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Borrower's slip;</li> <li>• Requisition and Issue slip;</li> <li>• Property Memorandum receipts addressed to the Administrative Officer - V for approval</li> </ul>		Office of the Property Custodian and Administrative Office	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Requisition letter or borrower's slip	<ul style="list-style-type: none"> <li>• Issue and check entries in request form</li> </ul>	None	3 minutes	<ul style="list-style-type: none"> <li>• Property Custodian</li> </ul>
	<ul style="list-style-type: none"> <li>• Submit letter and borrower's slip signed and approved by the AO-V</li> </ul>	None	3 minutes	<ul style="list-style-type: none"> <li>• Property Custodian</li> </ul>
	<ul style="list-style-type: none"> <li>• Present and surrender ID to the property officer</li> </ul>	None	3 minutes	<ul style="list-style-type: none"> <li>• Property Custodian</li> </ul>
2. Request for office equipment and other supplies	<ul style="list-style-type: none"> <li>• Receiving the item or returning the item then fill-out the user logbook</li> </ul>	None	3 minutes	<ul style="list-style-type: none"> <li>• Property Custodian</li> </ul>
	<ul style="list-style-type: none"> <li>• Check approved items requested</li> <li>• Issue approved requested school supplies / equipment from available stocks</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>• Property Custodian</li> </ul>
3. Delivery of item to school property	<ul style="list-style-type: none"> <li>• Prepare memorandum receipt (MR) of the distributed supplies requested</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>• Property Custodian</li> </ul>
	<ul style="list-style-type: none"> <li>• Accept and inspect items delivered</li> </ul>	None	5 minutes	<ul style="list-style-type: none"> <li>• Property Custodian</li> </ul>
	<ul style="list-style-type: none"> <li>• Take pictures of each items delivered</li> </ul>	None	10-15 minutes	<ul style="list-style-type: none"> <li>• Property Custodian</li> </ul>
	<ul style="list-style-type: none"> <li>• Catalog, label items with similar identification</li> </ul>	None	10-15 minutes	<ul style="list-style-type: none"> <li>• Property Custodian</li> </ul>

	<ul style="list-style-type: none"> <li>Submit the report of the office to the general servicer</li> </ul>	None	½ day	<ul style="list-style-type: none"> <li>Property Custodian</li> </ul>
4. Inventory Report	Make inventory of equipment assigned to different departments/offices each semester	None	½ day	<ul style="list-style-type: none"> <li>Property Custodian</li> </ul>
5. Receive property return slip	Receive, list and take pictures of procured items (if delivered items have damages; return item back to City Government)	None	5 minutes	<ul style="list-style-type: none"> <li>Property Custodian</li> </ul>
End of Transaction (approx.) 1 day and 40 minutes				

### 4.3 SECURITY SECTION

This section provides optimum safety and security to both personnel, material and building resources of the College.

#### 4.3.1 Entry and Exit Protocols:

Security Section as frontline personnel in the administration of health-safety and welfare of the general public and as deterrence as not to compromise thereof is obligatory in the mitigation and control the spread of CoVID-19. Thus, an effort to regulate and warrant the safety of all concerned, the College enforces the following guidelines based on the key elements of health standards prescribed by the DOH, IATF and CHED in all HEIs.

<b>Office or Division:</b>	Security Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Employee ID</li> <li>Guard-on-Duty Log</li> </ul>		Security Guard (Main Entrance)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
PCCM Personnel, students, visitors and clients: As a general rule, the observance of <b>Social / Physical Distancing is a MUST</b> and is strictly enforced.	Authorized employees, Office personnel students and clients of the College are to use the main entrance and exit gates	None		<ul style="list-style-type: none"> <li>PCCM Personnel</li> <li>Client / Visitor</li> <li>PCCM Students</li> </ul>

All concerned are to observe and practice minimum health and safety protocol of the College.	1. The assigned Guard-on-duty shall have a copy of the personnel works schedule under Skeletal Workforce to be provided by the College HRDO to check and monitor authorized employee's specific reporting days in a week;	None		<ul style="list-style-type: none"> <li>• PCCM Personnel</li> <li>• Client / Visitor</li> <li>• PCCM Students</li> </ul>
	2. The Guard-on-duty shall ensure the following procedures for employees before they are allowed entry to school premises: <ul style="list-style-type: none"> <li>2.1 Spraying of alcohol to sanitize both hands;</li> <li>2.2 Checking of temperature using thermal scanner upon entry is strictly mandatory; <ul style="list-style-type: none"> <li>• <b>37.4°C</b> (Normal body temperature) Allowed to enter school premises</li> <li>• <b>37.5°C</b> (Slightly normal body temperature) – Advised to rest for 3 minutes then re-administer</li> </ul> </li> </ul>	None	1 minute	<ul style="list-style-type: none"> <li>• PCCM Personnel</li> <li>• Client / Visitor</li> <li>• PCCM Students</li> </ul>

	<p>thermal scanning</p> <ul style="list-style-type: none"> <li>• <b>37.6°C and up</b> (Slight fever to Feverish) – Get temperature re-checked and three (3) times tested and as the temperature reading remains, the person shall be assisted by medical personnel to administer screening and isolation or respondent or asked to leave immediately and seek medical attention.</li> </ul> <p>2.3 Soaking and sanitizing of shoes along footbath stations (optional)</p>			
All students, employees, and visitors to fill-out Health Declaration Slip.	Required to accomplish a Health Declaration Slip upon entry, for the purpose of contact tracing as required by the Department of Health and IATF	None	1 minute	<ul style="list-style-type: none"> <li>• PCCM Personnel</li> <li>• Client / Visitor</li> <li>• PCCM Students</li> </ul>
The use of Biometric Device and Daily Log Book (DLB) for employee's	Security officer logs attendance of employees	None	1 minute	<ul style="list-style-type: none"> <li>• PCCM Personnel</li> <li>• Client / Visitor</li> <li>• PCCM Students</li> </ul>



attendance checking is advised.				
End of Transaction = 3 minutes				

#### 4.3.2 Appointment, Scheduled Office Transaction and Securing Visitor's / Client Pass

Visitors entering the College must secure a visitor pass to monitor where and whom they visited for transaction.

Members of the Academic/Administrative community whom visitors conduct transactions are to confirm the visitor's presence/visit by signing the visitor's pass.

<b>Office or Division:</b>	Security Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Visitors to present at least any of the valid IDs <ul style="list-style-type: none"> <li>• TIN ID;</li> <li>• Driver's License;</li> <li>• Phil health;</li> <li>• School ID;</li> <li>• Company ID;</li> <li>• Voter's ID;</li> <li>• Guard to issue Visitors Pass</li> </ul>		Security Guard (Main Entrance)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Checking on the availability of personnel <ul style="list-style-type: none"> <li>1.1 Client(s) should keep track and check the schedule of employee / personnel whom you wish to transact with.</li> <li>1.2 Clients that require service of the office(s) should make an appointment</li> </ul>	Office personnel to attend to scheduled appointment and prepare requested / needed documents.	None		<ul style="list-style-type: none"> <li>• Client / Visitor</li> <li>• PCCM Office(s)</li> </ul>

(at least 2 day in advance through Text SMS, FB Chat or email).				
2. Approach the guard on duty at the main entrance on what office to visit	<p>Ask the clients' concern and let he/she personally logged in the visitor's log book (Name, where to visit, Purpose, Time in, Signature):</p> <ul style="list-style-type: none"> <li>The Guard-on-duty shall administer similar steps in (3.1.3) before they are permitted entry to school premises.</li> </ul>	None	3-5 minutes	<ul style="list-style-type: none"> <li>Client / Visitor</li> <li>Security Guard on Duty</li> </ul>
<p>3. Request a visitor's pass provided by the guard-on-duty and follow specific directive prescribed for minimum health protocol standards</p> <p>3.1 Visitor(s) / client(s) are to strictly follow specific route of their office destination or personnel concerned.</p> <p>3.2 Client(s) must observe <b>"One client at a time"</b> policy as precautionary measure to avoid face - to - face contact.</p>	<ul style="list-style-type: none"> <li>Request a valid ID and issue a visitor's pass.</li> <li>Instruct, monitor and ensure specific directive prescribed for minimum health protocol standards are followed by visitors / clients. Loitering around and unauthorized office-hopping is strictly prohibited.</li> <li>An assigned staff is ready to assist the client outside the office. Clients are also instructed to perform the following regulations:</li> </ul>	None	3 minutes	<ul style="list-style-type: none"> <li>Client / Visitor</li> <li>Security Guard on Duty</li> </ul>

<p>Face - to - face interaction / transaction shall be considered whenever necessary. However, physical / social distancing is still employed. Clients / visitors are only allowed to stay outside the office and wait for their turn at the counter, social/physical distancing (at least 1 to 2 meters distance).</p>	<ol style="list-style-type: none"> <li>1. To take note of one-way areas marked at your feet and maintain the distance between you and other people;</li> <li>2. To keep right at all times;</li> <li>3. To line - up in designated areas, one sit apart on queues are to be observed (Leave the middle seat free to keep safe distance).</li> </ol>			
<p>4. Return the visitors pass after the transaction at the security office concerned.</p>	<p>Receive the visitor's pass with signature of the office/person visited</p>	<p>None</p>	<p>1 minute</p>	<ul style="list-style-type: none"> <li>• Client / Visitor</li> <li>• Security Guard on Duty</li> <li>• PCCM Office(s)</li> </ul>
<p>End of Transaction = 9 minutes</p>				



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>The Discipline Committee is constituted for the purpose of conducting impartial investigation, hearing and deciding on cases filed against a student offender in case of denial on the alleges. The composition of the Discipline Committee is as follows:</p> <ul style="list-style-type: none"> <li>• Head of Office of Student Affairs or Discipline Officer as may be authorized</li> <li>• Guidance Counselor</li> <li>• Program Head/s of the student/s involved</li> <li>• President or authorized representative of Student Government</li> <li>• Any member of the academic community in good standing as may be appointed by OSA Head.</li> </ul>
How feedbacks are processed	<p>Judicial implementation of institutional rules and regulations governing student behavior and conduct is paramount to the college. The rules and regulation define appropriate decorum and prescribed sanctions for any misconduct or violation in and out the campus, beyond school hours, and during the term or year which the student is enrolled. In case where the complainant or the one being complained of is a member of the committee, the concerned member will inhibit participation on the proceedings of the case, the remaining members shall decide replacement to form a quorum.</p>
How to file a complaint	<ul style="list-style-type: none"> <li>• Any member of the PCCM Community or any complainant may file to the OSA Discipline Officer a formal written complaint against any student offender, and present</li> </ul>

	<p>testimonies, and evidences to prove the cause of the violation; The OSA may also initiate in addressing complaints against any student offender in behalf or for any member of the academic community.</p> <ul style="list-style-type: none"> <li>• An incident report from the Security Office relative to infraction of Code of Discipline shall be deemed considered a formal complaint against a student.</li> </ul>
<p>How complaints are processed</p>	<ul style="list-style-type: none"> <li>• The OSA upon receiving any complaint must immediately inform the student offender of his violation or any accusation against him. If the offender is a minor, the parent(s) or guardian will be notified and summoned for conferencing.</li> <li>• The student shall answer the charges and may opt for the assistance of a counsel; the student shall have the right to adduce evidence.</li> <li>• The student respondent must answer in writing the accusation against him upon receiving the information (prescription of 3-5 days), failure to comply thereof would constitute as waiver to his rights, and appropriate sanctions will be immediately administered.</li> <li>• If the student admits to the accusation, the OSA decides on the imposition of appropriate sanction on the case. However, if the student denies on the alleges, a CODI shall be convened to take appropriate action in accepting and hearing of the testimonies and evaluation of evidences for appropriate decision and sanctions commensurate to the gravity of the offense. The decision of the Discipline Committee shall immediately take effect.</li> <li>• To guarantee impartiality and probity of the committee, additional members</li> </ul>

	may be appointed upon the recommendation of the Director for Student Affairs or the Dean. An erring student shall not be given any major sanction unless upon the recommendation of the CODI subject to due process. The decision by the CODI on the case shall be recommended to the College Administrator/College President for final evaluation, recant or approval.
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
Polytechnic College of the City of Meycauayan (PCCM) Administrative Office	Old MC Annex Building, Pag-asa Street, Malhacan, City of Meycauayan	(044) 228-54-42 Email: <a href="mailto:pccmbulacan@gmail.com">pccmbulacan@gmail.com</a>
Office of the College Dean	Polytechnic College of the City of Meycauayan (PCCM)	(044) 228-54-42 Email: <a href="mailto:pccmbulacan@gmail.com">pccmbulacan@gmail.com</a>
Office for Student Affairs	Polytechnic College of the City of Meycauayan (PCCM)	(044) 228-54-42 Email: <a href="mailto:pccmbulacan@gmail.com">pccmbulacan@gmail.com</a> <a href="mailto:pccmosas@gmail.com">pccmosas@gmail.com</a>
Office of the College Registrar	Polytechnic College of the City of Meycauayan (PCCM)	(044) 228-54-42 Email: <a href="mailto:pccmbulacan@gmail.com">pccmbulacan@gmail.com</a>
Guidance and Testing Office	Polytechnic College of the City of Meycauayan (PCCM)	(044) 228-54-42 Email: <a href="mailto:redcardenas@yahoo.com">redcardenas@yahoo.com</a> and <a href="mailto:andreiguardiano@gmail.com">andreiguardiano@gmail.com</a>
Quality Assurance Office / UniFAST-TES	Polytechnic College of the City of Meycauayan (PCCM)	(044) 228-54-42 Email: <a href="mailto:pccmbulacan@gmail.com">pccmbulacan@gmail.com</a>

FEEDBACK AND REDRESS/COMPLAINT MECHANISM  
**Recalibrated PCCM Guidance Services Citizens Charter**  
**2021 New Normal Edition**

Your comments and suggestions will help us improve the delivery of our services.

You may do any of the following:

- Accomplish our Online Feedback Form and send it to the designated PCCM online platforms.
  
- Inform the school, using the PCCM Facebook page through the Security Guard on duty at the PCCM Building or send messages or emails to our Administrative Officer, College Dean or Head of the Student Services for online assistance regarding “**Complaints**”.
  
- Complaints in writing can also be directly/electronically send to the Office of the College Administrator which shall be acted upon within five (5) working days:

**PCCM CITIZEN'S CHARTER**  
**TECHNICAL WORKING COMMITTEE**

**(CHAIRPERSON)**

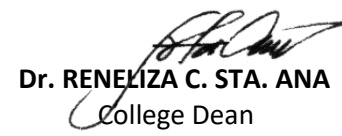


**Coun. CATHERINE C. ABACAN**  
Officer-in-Charge, PCCM

**(Co- CHAIRPERSONS)**



**Mr. GERARD M. GAZA**  
Administrative Officer – V  
OIC- BPFO

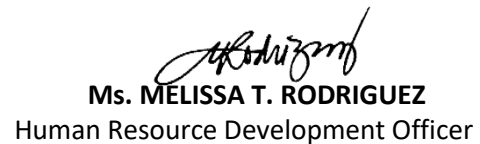


**Dr. RENELIZA C. STA. ANA**  
College Dean

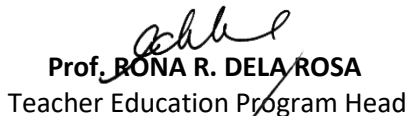
**(MEMBERS)**



**Dr. MA. PAZ G. CONTRERAS**  
Office for Student Affairs Directress



**Ms. MELISSA T. RODRIGUEZ**  
Human Resource Development Officer



**Prof. RONA R. DELA ROSA**  
Teacher Education Program Head



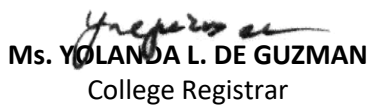
**Prof. MARICRIS M. AMPUAN**  
Hospitality Management Program Head



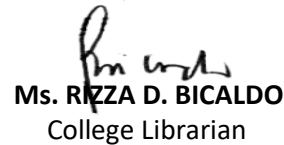
**Dr. RREDERICK M. CARDENAS**  
Guidance Counselling and Testing Office Coordinator



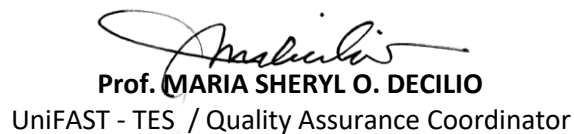
**Ms. MARY GRACE C. CLEOFAS**  
Officer, Finance



**Ms. YOLANDA L. DE GUZMAN**  
College Registrar



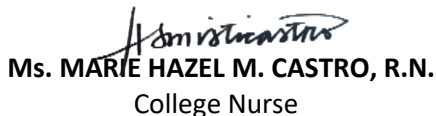
**Ms. RIZZA D. BICALDO**  
College Librarian



**Prof. MARIA SHERYL O. DECILIO**  
UniFAST - TES / Quality Assurance Coordinator



**Prof. MARICAR S. ORTALEZA**  
Research and Development Office Head



**Ms. MARIE HAZEL M. CASTRO, R.N.**  
College Nurse



**Prof. REINA G. JAVILLIONAR**  
Community and Extension Office Head