



**PHILIPPINE STATE COLLEGE OF AERONAUTICS**

# **CITIZEN'S CHARTER**

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## **VISION**

PhilLSCA is an institution of higher learning committed to the scientific and technological advancement of aeronautical science that is responsive to the dynamic and emerging demands for world-class professionals of the industry.

## **MISSION**

To prepare world-class Aeronautics professionals, who are imbued with the values of commitment, excellence, responsibility and integrity through upgraded levels of instructions, research and extension programs.

## PERFORMANCE PLEDGE

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

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

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

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

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

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

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

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

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

# FEEDBACK AND REDRESS MECHANISM

Your comments are important to us. Please feel free to contact us so we can deliver better service to you by doing these steps:

- ⇒ Accomplish our Feedback Form available in our offices and drop it in our Suggestion Box located at our Front Desk in the Guard House;
- ⇒ Email your feedback at [philscamain@yahoo.com](mailto:philscamain@yahoo.com) or text us at 0918\_\_\_\_\_;
- ⇒ Or talk to our **Frontliner**

If you are unsatisfied with our service, your concerns or complaint will be promptly attended to by our **Frontliner** at our Help Desk.

**THANK YOU VERY MUCH** for helping us in improving the delivery of our services.

**LIST OF FRONTLINE SERVICES**  
MAIN CAMPUS AND SATELLITE CAMPUSES

**REGISTRAR'S OFFICE**

**ISSUANCE OF EVALUATION OF GRADES**

**Schedule of Availability of Service:** Monday to Friday / 08:00 AM – 05:00 PM

**Who May Avail of the Service:** All students currently enrolled/Parents & Guardian of the students

**What are the Requirements:** Official Receipt of Payment

**Duration:** 1 hour & 55 minutes

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Presents the Official Receipt of payment	<p>Receives the Official Receipt. Checks the records of the student in the ISMS.</p> <p>If grades are not posted, retrieve Claimant's 201 file from the Records Stockroom.</p>	<p>15 minutes</p> <p>30 minutes</p>	Action Officer	Php 80.00	
2		<p>Issues claim slip to the client.</p> <p>Grades are posted manually to the ISMS.</p>	5 minutes	Action Officer		

		First Review of the Filled out Evaluation Form/Initial	10-15 minutes	Assistant Registrar		
		Second and Final Review/ Signature of the Filled out Evaluation Form	10 minutes	College Registrar		
4		Record the accomplished Evaluation Form in the Logbook/indicate remarks if there is deficiency on the record of the students	10 minutes	Action Officer-Evaluator		
5	Sign in the Logbook as proof of receipt of the Evaluation Form.	Release the accomplished Evaluation Form to the student.	2 minutes	Action Officer		
END OF TRANSACTION						

### **ISSUANCE OF TRANSCRIPT OF RECORDS**

**Schedule of Availability of Service:**

Monday to Friday / 08:00 AM – 05:00 PM

**Who May Avail of the Service:**

Students/Parents/Guardian of the Students (with authorization duly notarized)

**What are the Requirements:**

Official Student Clearance, Receipt of Payment

**Duration:**

2 hours and 23 minutes

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Secure Clearance from Window 1 of the Registrar's Office	Issues Clearance Form for Application of Transcript of Records	1 minute	Action Officer		PhilSCA Form No. 9
2	Fill out clearance.  Submit the accomplished clearance to the Registrar's Office	Check completeness of clearance	2 minutes	Action Officer		
3		Retrieve the 201 file of the student.  Check the completeness of the credential and grades.  Indicate in the clearance form the pages and the amount to be paid by the student.	10 minutes	Action Officer		
4	Pay the corresponding amount as indicated in the Clearance in the Collecting Office	Receive the clearance and check if the official receipt number is correctly entered in the clearance.	5 minutes	Collecting Officer	Php 60.00 per page	



		Issue claim slip to the requesting student.				
5		Record the application in the Logbook.	5 minutes	Action Officer		
6		Encode the grades and other information in the Transcript Of Records	1 hour	Registrar's Staff		
7		Check and review accuracy and completeness of document	30 minutes	Reviewing Officer		
8		Sign the TOR	10 minutes	College Registrar		
9		Notarized the TOR	10 minutes	College Consultant and/or Notary Public Officer		
10	Get the evaluation TOR	Release the TOR to the student-let the student sign in the logbook as proof that they already received the document.	10 minutes	Action Officer		
END OF TRANSACTION						

### ISSUANCE OF DIPLOMA

**Schedule of Availability of Service:**

Monday to Friday / 08:00 AM – 05:00 PM

**Who May Avail of the Service:**

Students/Parents &amp; Guardian of the students (with authorization duly notarized)

**What are the Requirements:**

Official Clearance, Official Receipt of Payment, Certificate of OJT

**Duration:**

30 minutes to 1 hour

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Secure Clearance Form from Window 1.	Issues Clearance Form	1 minute	Action Officer		PhilSCA Form No. 9
2	Fill out the clearance.  Have it signed by the concerned offices.  Submit the accomplished clearance.	Check the completeness of the clearance.	2 minutes	Action Officer		
3		Retrieve the 201 file of the student from the Records Room, 2 <sup>nd</sup> floor, Building A.  Check the completeness of the credential and grades.  Verify if the student is included in the Official List of	10 minutes  10 minutes	Action Officer		

		Graduates as per Board Resolution				
4	<p>For graduates who did not participate in the graduation ceremonies and did not pay the graduation fees:</p> <p>Proceed to the Collecting office for payment</p>	<p>Receive the clearance and check the official receipt number if it is correctly entered in the clearance.</p> <p>Issue claim slip to the claimant if the diploma is not yet available.</p> <p>If available, release the diploma.</p>	10 minutes	Action Officer	Php 165.00	
If Diploma is not yet available and still for preparation:						
5		Record the application in the Logbook for Diploma	5 minutes	Action Officer		
6		Coordinate with the supply office for the procurement and lettering of diploma	15 minutes	Staff A		
7		Process the diploma		Supply Office		
8		Sign the diploma	10 minutes	College Registrar & College President/OIC		
9	Get the Diploma	Release the TOR to the student-let the student sign in the logbook	10 minutes	Action Officer		

		as proof that they already received the document.				
END OF TRANSACTION						

### **CHED-CAV AUTHENTICATION OF TOR & DIPLOMA**

**Schedule of Availability of Service:**

Monday to Friday / 08:00 AM – 05:00 PM

**Who May Avail of the Service:**

Students/Parents & Guardian of the students (with authorization duly notarized)

**What are the Requirements:**

Original & Photocopy of Transcript of Records and Diploma

**Duration:**

4 to 5 hours

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Present the Original & 3 Photocopy of Transcript of Record and Diploma	Advise the student to pay authentication fee at the Cashier's Office	2 minutes	Action Officer	PhP 70.00	
2	Present the Official Receipt of Payment	Seal the documents as certified true copy from the original documents & Prepare transmittal address to CHED.	15 minutes	Action Officer		
3		Record the documents to the Logbook of "Documents for		Action Officer		

		authentication”				
4		Sign the documents	10 minutes	College Registrar		
5		Bring the documents to CHED for authentication	4 hours	Liason Officer		
6	Get the authenticated documents	Release the documents to the student-let the student sign in the logbook as proof that they already received the document.	10 minutes	Action Officer		
END OF TRANSACTION						

### **ENROLLMENT**

**Schedule of Availability of Service:** ENROLLMENT PERIOD / Monday to Friday/  
08:00 AM – 05:00 PM

**Who May Avail of the Service:** Incoming Freshmen and Transferee/ Old Students

**What are the Requirements:**

**New students -** Medical Certificate & Original Copies of F-38/Good Moral Character & NSO-issued Certificate of Live Birth

**Old Student -** Evaluation of Grades/Graded Classcards/Medical Certificate

**Duration:** 1 hour

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Present the Documents at the Action Officer in the Department of Chosen Course.	Check the requirements and if it is complete, issue Advisement Slip.	15 minutes	Action Officer		
2	Pay to the Cashier/Collecting Officer the amount due as indicated in the Advisement Slip.	Issues Official Receipt for the payment received.	10 minutes	Collecting Officer		
3	Proceed to the ISMS Data Center and present the Official Receipt of Payment.	Issues the Certificate of Registration (COR)	15 minutes	Gary		
4	Present the COR to the Office of Student Affairs for registration and payment of corresponding fees at SSC and issuance of Library ID.	For New Students - Fill-up Form for Library ID  For Old Student – Stick the current AY on the back of the Library ID	10 minutes	OSA Staff & Library Staff		
5	Proceed to the IGP for picture and issuance of Official School ID.	Issues Official School ID.	5 minutes	IGP Staff		
<b>END OF TRANSACTION</b>						

**APPLICATION FOR GRADUATION**

**Schedule of Availability of Service:**

January & February of every year /  
Monday to Friday / 08:00 AM – 05:00 PM

**Who May Avail of the Service:**

Graduating Students

**What are the Requirements:**

Evaluation Form duly signed and  
certified by the College Registrar

Certification of Grades (presently  
enrolled)

**Duration:**

30 minutes

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Present the Evaluation Form and Certification of Grades to the Registrar.	Check the completeness of Grades.  Issues application for graduation form.	10 minutes	Action Officer		
2	Fill out the application form properly.	Retrieve the 201 file of the student and check the other school credentials.  If complete/qualified, approve application form.  If incomplete, indicate discrepancy/requirements in the application and return it to the student-	10 minutes	Action Officer		

		applicant.				
3	Verify your name from the Final List of Candidates for Graduation when posted.	Include the name of the applicant to the final list of Candidates for Graduation	10 minutes	Staff C		
END OF TRANSACTION						

### **ISSUANCE OF CERTIFICATION OF RECORDS CHECK OF STUDENT/ALUMNUS**

**Schedule of Availability of Service:** Monday to Friday / 08:00 AM – 05:00 PM

**Who May Avail of the Service:** Alumni and working students

**What are the Requirements:** Letter/authority to verify the records

**Duration:** 32 minutes

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Present Identification Card and letter-authorization to request for records check on an alumni or student with justifiable reason/purpose.	Secure approval of the request from the College Registrar.  If approved, retrieved 201 file and check the	5 minutes	Action Officer		



		documents and credentials of the student/ alumnus.				
		If not, prepare letter/reply to the requesting party.	15 minutes			
2		Prepare certification as requested.	15 minutes	Action Officer		
3		Sign the certification.	10 minutes	College Registrar		
4	Sign the Official Logbook of Receipt of Documents.	Release the Certification to the client.	2 minutes	Action Officer		
END OF TRANSACTION						

**ADMISSION OFFICE**

## PROCEDURE ON HOW TO APPLY FOR ADMISSION TO PHILSCA

### **SCHEDULE OF AVAILABILITY OF SERVICE:**

MONDAY- FRIDAY / 8:00 AM- 5:00 PM

### **Who may avail?**

1. Applicants for College Entrance Test for incoming Freshmen and transferees
2. Inquiries for Schedule of College Entrance Test and other requirements needed.

### **What are the Requirements?**

1. Visitor's pass for Entry to the Campus
2. Student's Valid School ID for PhilSCA students

### **What are the requirements of the Requirements for New Students & Transferees?**

Must pass the PhilSCA Admission Test (No retake policy)

### **FRESHMEN:**

Photocopy of the following:

- ✓ High School Card of last grading period
- ✓ Certificate of Good Moral Character
- ✓ 1Pc 1x1 Latest Colored Picture (for admission test)
- ✓ PhP 300.00 Examination Fee

### **TRANSFEREES:**

Photocopy of the following:

- ✓ Transcript of Records (for evaluation purposes)
- ✓ Honoral Dismissal
- ✓ Certificate of Good Moral Character
- ✓ 1Pc 1x1 Latest Colored Picture (for admission test)
- ✓ PhP 300.00 Examination Fee

**Duration:** 9 minutes

**How to Avail of the Service?**

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Step	Client	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fee	Form
1	Applicant submits requirements	Screens & Evaluates documents & Issues Application Form	2 minutes	Admission Staff	None	PhilSCA ADM Form No. 1
2.	Submits Filled out Application Form with requirements	Advises applicant to pay for entrance test	2 minutes	Admission Staff	None	Filled out PhilSCA ADM Form 1
3	Applicant proceeds to Cashier's Office to pay College Entrance Test Fee	Cashier Issues Official Receipt	2 minutes	Cashier	P 300	Application Form w/ Official Receipt
4	Applicant submits the Application Form and present the Official Receipt.	Issues Examination permit	2 minutes	Admission Staff	None	
5	Takes the Entrance Examination on scheduled date/time.	Releases the Examination Result	1 minute	Admission Staff	None	
END OF TRANSACTION						

**COLLECTING OFFICE**

#### A. PAYMENT OF MISCELLANEOUS FEES DURING ENROLMENT

**Schedule of Availability of Service** : Monday-Friday; 08:00 AM – 05:00 PM

**Who May Avail of the Service?** : Students, Parents and/or Guardians of Students/  
Faculty and Admin Personnel

**What are the Requirements?** : Pre-Assessment Form issued by the Department

**Duration** : 5-10 minutes

## How to Avail of the Service?

<b>Step</b>	<b>Applicant / Client</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
			(Under Normal Activity)			
1	Present Advisement Slip	Issues Official Receipt of Payment for Tuition Fees and/or other School Fees.  If payment is in check, review the check date, the amount, and then issue an Official Receipt (O.R.) to client.	5 to 10 minutes	Collecting Officer/Authorized Employee	Tuition Fee/ Miscellaneous/ Laboratory and other fees.	
<b>END OF TRANSACTION</b>						

**B. PAYMENT OF MISCELLANEOUS AND OTHER SCHOOL FEES/BALANCES DURING SY**

Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
2	Present Certificate of Registration	Issues Official Receipt of Payment for misc. Fees and/or other School Fees.  If payment is in check, review the check date, the amount, and then issue an Official Receipt (O.R.) to client.	5 4to 10 minutes	Collecting Officer/Authorized Employee	Tuition Fee and other fees	
END OF TRANSACTION						

**NOTE:** Please see Schedule of Fees as posted.

# OFFICE OF STUDENT AFFAIRS

# APPLICATION FOR CERTIFICATE OF GOOD MORAL CHARACTER

### Schedule of Availability of Service:

Monday-Friday / 08:00 AM – 05:00 PM

**Who may avail:**

All qualified students of PhilSCA

### Requirements:

School ID

## How to Avail of the Service?

[illegible]

## APPLICATION FOR TEMPORARY PASS

**Schedule of Availability of Service:** Monday-Friday / 08:00 AM – 05:00 PM

**Who may avail:** All students of PhilSCA

**Requirements:** One latest 1x1 Colored Picture

## How to Avail of the Service?

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In- Charge	Fee	Form
1	Fill out Request Form	Log in request.  Verify Student's Record thru SDC and data base;  Prepare and release Temporary Pass	15 minutes	OSA Staff/SA	NO fees to be collected	Request Form
END OF TRANSACTION						

## APPLICATION FOR UNIFORM EXEMPTION I.D

**Schedule of Availability of Service:** Monday-Friday / 08:00 AM – 05:00 PM

**Who may avail:** Working Students/Pregnant Students

**Requirements:**

1. Letter of Intent
2. Certificate of Employment (for working students)
3. Medical Certificate (for pregnant students)
3. Photocopy of Registration Form
4. Photocopy of School ID
5. Photocopy of Company I.D (for working students)
6. Latest 2 x 2 picture with white background

How to Avail of the Service?

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In- Charge	Fee	Form
1	Fill out Request Form and attach all the requirements	Log in Request Form and issue claim stub	2 minutes	OSA Staff	No fees to be collected	Request Form
		Verify authenticity of requirements	1 Day			
		Prepare Uniform Exemption I.D				
2	Present claim stub	Release Uniform Exemption I.D	1 minute			
END OF TRANSACTION						

**PROCEDURE ON HOW TO CLAIM THE CONFISCATED I.D**



**TURNED OVER BY THE SDC's**

**Schedule Of Availability:** MONDAY-FRIDAY; 08:00 AM – 05:00 PM

### **Who may claim the confiscated Identification Card?**

- Concerned Students enrolled in Philippine State College of Aeronautics

## What are the Requirements?

- The student must be neat-looking in the Prescribed Uniform including all paraphernalia; in Proper Haircut and authorized color of hair (black only)

### **How to Claim the confiscated Identification Card?**

Step	Claimer/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fee	Form
1	Personal Appearance.  Fill out the Student Discipline Waiver form	Issue Student Discipline Waiver form	3 minutes	Discipline Staff	None	Request form
2	Present the Student Discipline form signed by the respective SDC's	Receive and verify the signed Student Disciplinary form and encode in the database for record purposes.	5 minutes	Discipline Staffs		
3		Release the I.D.				
END OF TRANSACTION						

## OFFICE OF STUDENT AFFAIRS

## DISCIPLINE UNIT

## PROCEDURE ON HOW TO CLAIM THE CONFISCATED ID

## SCHEDULE OF AVAILABILITY

MONDAY-FRIDAY

08:00 AM – 05:00 PM

### **Who may claim the confiscated Identification Card?**

- All students enrolled in Philippine State College of Aeronautics,
- That the student violated the rules and regulation of this Institution pursuant of Student manual revised 2010.
- That the said Identification Card was confiscated by the authorized personnel, employee, and faculty, admin staff or College Officials.

## What are the Requirements?

- Wear the Prescribe Proper Uniform including all paraphernalia
- Proper Haircut and authorized color of hair (black only)
- Neat looking

## **How to Claim the confiscated Identification Card?**

<b>Step</b>	<b>Claimer/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (under normal circumstances)</b>	<b>Person In-Charge</b>	<b>Fee</b>	<b>Form</b>
1	Personal Appearance	Issue Student Discipline Waiver form	5 minutes	Dean / Staff	none	Student Discipline Waiver form
2	Fill out the Student Discipline form	Signing for their respective SDC's	10 minutes	SDC's	none	
3	Present the Signature of SDC's	Checked records on data	5 minutes	Dean /staff	none	
4.	Sign the release id	Encoded and Released I.D	2 minutes	Dean /staff	None	
<b>END OF TRANSACTION</b>						

# MEDICAL OFFICE

## WALK-IN CONSULTATION

Schedule of Availability of Service:

Monday-Friday

8:00am-5:00pm

## Who May Avail of the Service?

All personnel and students of PhilSCA

## What are Requirements?

1. For Personnel- agency ID
2. For Students- school ID

**Duration:** 10 minutes

### How to Avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Form
1	Personally report to the clinic for Consultation	Obtain record of patient	1 minute	Nurse	None	
		Take vital signs like blood pressure, temperature etc. and record it.	4 minutes	Nurse	None	
		Ask chief complaint of the patient. Take history of the illness. Examine the patient. Elicit information that will provide basis for the diagnosis.	3 minutes	Physician	None	
	Receive medicines/ prescription	Record medicines given to the patient	1 minute	Nurse	None	
END OF TRANSACTION						

**ISSUANCE OF MEDICAL CERTIFICATE FOR:**

- a) Sick call
- b) Ailment limitation
- c) On-job-training
- d) Others- e.g. student who will join sports fests, P.E requirement

### Schedule of Availability of Service

Monday-Friday  
8:00-5:00pm

### Who May Avail of the Service?

All personnel and students of PhilSCA

## What are Requirements?

1. For Personnel- agency ID
2. For Students- school ID

**Duration:** 4 minutes

### How to Avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Form
1	Present I.D	Let the personnel/student sign in the medical log book indicating the purpose of securing it	1 minute	Nurse/S.A	None	
		Obtain the record of the personnel/student	1 minute	Nurse/S.A	None	
	Receive medical certificate	Fill up the medical and affix signature	2 minutes	Physician	None	
END OF TRANSACTION						

## Semestral Routine Physical Examination of Students (old) (Main Campus and Satellite Campuses)

### Schedule of Availability of Service

Monday-Friday  
8:00-5:00pm

## Who May Avail of the Service?

All students of PhilSCA (old)

## What are Requirements?

School I.D.

**Duration:** 5 minutes

### How to Avail of the service?

[illegible]

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Form
1	Submit Chest x-ray and drug test	Evaluate the result	1 minute	Nurse	None	
2	Fill-up medical history form I and II	Instruct student to fill out medical forms	4 minutes	Nurse	None	
		Take blood pressure, pulse rate, height, weight and record.	2 minutes	Physician	None	
		Examine the student. Ask related question	2 minutes	Physician	None	
3	Receive medical certificate	Fill-up, sign and issue medical certificate	1 minute	Physician	None	
END OF TRANSACTION						

## GUIDANCE OFFICE

### COLLEGE GUIDANCE CENTER

#### ADMINISTER PHILSCA ADMISSION TEST (ENTRANCE EXAM)

##### Schedule of Availability of Service:

Monday-Friday / 08:00 AM – 05:00 PM

##### Who may avail?

All qualified incoming freshmen students

##### Requirements:

1. Test Permit issued by the Admission Office

##### **How to Avail of the Service?**

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In- Charge	Fee	Form
1	Student/s goes to Guidance Office or designated testing room for taking entrance test	Let the student/s sign the logbook		Guidance Staff		
2	Student/s presents their test permit and the	Verify the test permit  Guidance Staff will collect and check the test permit	1 minute	Guidance Staff		Test Permit
3	Fill up information needed on the answer sheet	Guidance Staff will administer the test	3-4 hours	Guidance Staff		Test Booklet and Answer Sheet
4	Student/s leave the testing room	Guidance Staff collects and check tests	1 minute per answer sheet	Guidance Staff		Answered Sheets

5		Results will be forwarded to the Office of Student Affairs for evaluation by the Dean		Dean, Office of Student Affairs		
END OF TRANSACTION						



## RENDERS COUNSELING SERVICE

**Schedule of Availability of Service:**

Monday-Friday / 08:00 AM – 05:00 PM

## Who may avail?

All students of PhilSCA (walk-in or referred by faculty and personnel)

### Requirements:

1. None

### How to Avail of the Service?

<b>Step</b>	<b>Applicant/ Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person In- Charge</b>	<b>Fee</b>	<b>Form</b>
<b>1</b>	<b>Student/s visit the office FOR consultation / counselling</b>	<b>Let the student/s sign the log book</b>	<b>1 minute</b>	<b>Guidance Staff / Guidance Faculty</b>		
<b>2</b>	<b>Fill up Systematic Counselling Report Form</b>	<b>Conduct initial interview</b>  <b>Conversation start by letting the counselee to talk freely while the Guidance Faculty listens and gives advice if necessary</b>		<b>Guidance Staff / Guidance Faculty</b>		<b>Systematic Counsellin g Report Form</b>
<b>3</b>	<b>Student leaves the guidance office</b>	<b>Follow up is needed to monitor the progress of the student</b>		<b>Guidance Staff / Guidance Faculty</b>		
<b>END OF TRANSACTION</b>						

## **ADMINISTER NEURO-PSYCHOLOGICAL TEST FOR FACULTY AND ADMIN PERSONNEL**

### **Schedule of Availability of Service:**

Monday-Friday / 08:00 AM – 05:00 PM

### **Who may avail?**

All applicants referred by HRM Officer and Staff

### **Requirements:**

1. Application documents submitted to HRM Office

### **How to Avail of the Service?**

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In- Charge	Fee	Form
1	Applicant visit the guidance office and sign the logbook	Guidance Staff will prepare examination tools / testing materials needed	1 minute	Guidance Staff		Testing Materials
2	Fill up information needed on answer sheets and answer the test	Guidance Staff will administer the test	2-3 hours	Guidance Staff and Head of Guidance Services		Testing Materials
3	Applicant submit answer sheet and booklet	Guidance Staff will check the test for evaluation by the Head of Guidance Services  Printed Results will be forwarded to the Human	30 minutes per applicant	Guidance Staff and Head of Guidance Services		Testing Materials

		Resource Management Office				
END OF TRANSACTION						

## STUDENTS WITH ACADEMIC PROBLEM / ON PROBATION

### Schedule of Availability of Service:

Monday-Friday / 8:00-5:00 PM

### Who may avail?

All students of PhilSCA (referred by Registrar)

### Requirements:

1. None

### How to Avail of the Service?

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In- Charge	Fee	Form
1	Student/s visit the office upon submission of Referral form from issued by the Registrar	Let the student/s sign the logbook	1 minute	Guidance Staff / Guidance Faculty		Referral Form
2	Fill up Systematic Counselling Report Form	Conduct initial interview  Conversation start by letting the counselee to talk freely while the Guidance Faculty listens and gives advice if		Guidance Staff / Guidance Faculty		Systematic Counselling Report Form

		necessary				
		Issuance of Re-admission Slip	1 minute	Guidance Staff / Guidance Faculty		Re-admission slip
3	Student will submit Re-admission slip to Registrar		1 minute	Guidance Staff / Guidance Faculty		Re-admission slip
<b>END OF TRANSACTION</b>						

### PROCEDURE ON HOW TO CLAIM THE CONFISCATED ID (AMT STUDENTS)

#### SCHEDULE OF AVAILABILITY

MONDAY-FRIDAY

08:00 AM – 05:00 PM

#### **Who may claim the confiscated Identification Card?**

- All students enrolled in Philippine State College of Aeronautics,
- That the student violated the rules and regulation of this Institution pursuant of Student manual revised 2010.
- That the said Identification Card was confiscated by the authorized personnel, employee, and faculty, admin staff or College Officials.

#### **What are the Requirements?**

- Wear the Prescribe Proper Uniform including all paraphernalia
- Proper Haircut and authorized color of hair (black only)
- Neat looking

#### **How to Claim the confiscated Identification Card?**

Step	Claimer/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fee	Form
1	Personal Appearance	Issue Student Discipline Waiver form	5 minutes	Guidance Staff / Guidance Faculty	none	Student Discipline Waiver form
2	Fill out the Student Discipline form	Signing for their respective	10 minutes	SDC's	none	

		SDC's				
3	Present the Signature of SDC's	Checked records on data	5 minutes	Guidance Staff / Guidance Faculty	none	
4.	Sign the release id	Encoded and Released I.D	2 minutes	Guidance Staff / Guidance Faculty	None	
END OF TRANSACTION						

## RENDERS COUNSELING SERVICE

### Schedule of Availability of Service:

Monday-Friday / 08:00 AM – 05:00 PM

### Who may avail:

All students of PhilSCA (walk-in or referred by faculty and personnel)

### Requirements:

1. None

### How to Avail of the Service?

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fee	Form
1	Student/s visit the office FOR consultation / counselling	Let the student/s sign the log book	1 minute	Guidance Staff / Guidance Faculty		
2	Fill up Systematic Counselling Report Form	Conduct initial interview  Conversation start by letting the counselee to talk freely while the Guidance Faculty listens and gives advice if		Guidance Staff / Guidance Faculty		Systematic Counselling Report Form

		necessary				
3	Student leaves the guidance office	Follow up is needed to monitor the progress of the student		Guidance Staff / Guidance Faculty		
END OF TRANSACTION						

## COLLEGE GUIDANCE CENTER

### ADMINISTER PHILSCA ADMISSION TEST (ENTRANCE EXAM)

#### Schedule of Availability of Service:

Monday-Friday / 08:00 AM – 05:00 PM

#### Who may avail?

All qualified incoming freshmen students

#### Requirements:

1. Test Permit issued by the Admission Office

#### **How to Avail of the Service?**

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In- Charge	Fee	Form
1	Student/s goes to Guidance Office or designated testing room for taking entrance test	Let the student/s sign the logbook		Guidance Staff		
2	Student/s presents their test permit and the	Verify the test permit  Guidance Staff will collect and check the	1 minute	Guidance Staff		Test Permit

		test permit				
3	Fill up information needed on the answer sheet	Guidance Staff will administer the test	3-4 hours	Guidance Staff		Test Booklet and Answer Sheet
4	Student/s leave the testing room	Guidance Staff collects and check tests	1 minute per answer sheet	Guidance Staff		Answered Sheets
5		Results will be forwarded to the Office of Student Affairs for evaluation by the Dean		Dean, Office of Student Affairs		
END OF TRANSACTION						

## **ADMINISTER NEURO-PSYCHOLOGICAL TEST FOR FACULTY AND ADMIN PERSONNEL**

### **Schedule of Availability of Service:**

Monday-Friday / 08:00 AM – 05:00 PM

### **Who may avail?**

All applicants referred by HRM Officer and Staff

### **Requirements:**

1. Application documents submitted to HRM Office

### **How to Avail of the Service?**

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In- Charge	Fee	Form
1	Applicant visit the guidance office and sign the logbook	Guidance Staff will prepare examination tools / testing materials needed	1 minute	Guidance Staff		Testing Materials
2	Fill up information needed on answer sheets and answer the test	Guidance Staff will administer the test	2-3 hours	Guidance Staff and Head of Guidance Services		Testing Materials
3	Applicant submit answer sheet and booklet	Guidance Staff will check the test for evaluation by the Head of Guidance Services  Printed Results will be forwarded to the Human Resource Management	30 minutes per applicant	Guidance Staff and Head of Guidance Services		Testing Materials



		Office				
END OF TRANSACTION						

## STUDENTS WITH ACADEMIC PROBLEM / ON PROBATION

### Schedule of Availability of Service:

Monday-Friday / 08:00 AM – 05:00 PM

### Who may avail?

All students of PhilSCA (referred by Registrar)

### Requirements:

1. None

### How to Avail of the Service?

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In- Charge	Fee	Form
1	Student/s visit the office upon submission of Referral form from issued by the Registrar	Let the student/s sign the logbook	1 minute	Guidance Staff / Guidance Faculty		Referral Form
2	Fill up Systematic Counselling Report Form	Conduct initial interview  Conversation start by letting the counselee to talk freely while the Guidance Faculty listens and gives		Guidance Staff / Guidance Faculty		Systematic Counselling Report Form

		advice if necessary				
		Issuance of Re-admission Slip	1 minute	Guidance Staff / Guidance Faculty		Re-admission slip
3	Student will submit Re-admission slip to Registrar		1 minute	Guidance Staff / Guidance Faculty		Re-admission slip
END OF TRANSACTION						

## DISBURSING OFFICE

### PROCEDURE ON HOW TO CLAIM CHECKS

#### **SCHEDULE OF AVAILABILITY OF SERVICE:**

MONDAY- FRIDAY / 8:00 AM- 5:00 PM

#### **Who may avail?**

- Students enrolled in Philippine State College of Aeronautics claiming for refund, allowances
- PhilSCA Personnel
- Suppliers
- Other claimants

#### **What are the Requirements?**

1. PhilSCA Valid ID's
2. Notarized Authorization/SPA ( For Suppliers)

#### **Duration:**

17 minutes

#### **How to Claim?**

Step	Claimant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fee	Form
1	Check if name is included in the list of checks for release posted in Bulletin Board Disbursing Office	Post List of Checks for Release in Bulletin Board of Disbursing Office	2 minutes	Staff		
2.	For Student & Employee-Claimant:  Present valid ID	Verify the valid ID	5 minutes	Disbursing Officer/ Staff		

3. A.	For Suppliers/ Authorized Representative:  Notarized Authorization or SPA	Receive and verify Notarized Authorization or SPA	5 minutes	Disbursing Officer/ Staff		
3. B.	Issue Official Receipt	Release the check	5 minutes	Disbursing Officer/ Staff		
4	Sign voucher and Check book					
END OF TRANSACTION						

## HUMAN RESOURCE MANAGEMENT OFFICE

### PROCESSING OF APPLICATION, HIRING, AND PROMOTION

#### **Schedule of Availability of Service:**

Monday-Friday / 8:00 AM - 05:00 PM

#### **Who may avail the Service?**

Employees; Applicants

#### **Requirements:**

- ✓ Letter of intent with curriculum vitae or PDS
- ✓ Original Copy of NBI Clearance (for local employment only)
- ✓ 1 pc photocopy of ITR (Income Tax Return) from prev. employer
- ✓ 1pc. Photocopy of PSA Birth Certificate
- ✓ 1pc. Photocopy of Marriage Certificate (if married)
- ✓ 1pc. Photocopy of Diploma & TOR of Bachelors Degree (orig. on hand)
- ✓ 1pc. Photocopy of Diploma & TOR of Masters & Doctorate Degree /
- ✓ Certificate of Units Earned (if applicable)
- ✓ 1pc. Authenticated Copy of Certificate of Eligibility/ies & License/s (if any)
- ✓ 1pc photocopy of Commendation, Awards and Trainings (orig.on hand)
- ✓ 1pc photocopy of Certificate of Employment (from prev. Employer)

#### **Duration:**

3-weeks (under normal circumstances)

#### **How to Avail of the Service?**

Step	Client	Service Provider Action	Duration	Person In-Charge	Form
1	Submit letter of intent with curriculum vitae and attachments	Accept the evaluate documents for possible employment	1 day	HR Staff; HRMO	Logbook; letter of intent with curriculum vitae and attachments
2	Subject to initial screening and psychological evaluation	Conduct initial screening and psychological evaluation	1-2 weeks	Guidance; HRMO; Head of Office where vacancy exist	None

3	Subject to final screening	Conduct final screening through the Personnel Selection Board or Faculty Selection Board whichever applicable.	15-60 minutes	FSB/PSB	QS; Interview Rating Sheet
4	Once hired, compliance to submit employment requirements	Acknowledge receipt and evaluate the submitted requirements	15 minutes	HR Staff	Special Order, PDS, credentials, clearances, etc.
5	Report to work	Advises client when to report for duty provided that all requirements are sufficiently submitted	As applicable	HR Staff	
END OF TRANSACTION					

## PROCESSING PERSONNEL REQUESTS

### **Schedule of Availability of Service:**

Monday-Friday / 08:00 AM – 05:00 PM

### **Who may avail the Service?**

Employees; Stakeholders

### **A. APPLICATION FOR LEAVE**

#### **Requirements:**

Application Leave Form

#### **Duration:**

1 hour

#### **How to Avail of the Service?**

Type of Form	Service Provider Action	Processing Time (under normal circumstances)	Required Attachment
Application for Leave	Update employee Leave card; certify type of leave applied	1 hour	Filled-out leave form
END OF TRANSACTION			

**B. Certificate of Employment****Requirements:**

Request Form

**Duration:**

1 hour

**How to Avail of the Service?**

Type of Form	Service Provider Action	Processing Time (under normal circumstances)	Required Attachment
Certificate of Employment	Verify service record at database	1hour	Request Form/ Clearance
END OF TRANSACTION			



## **C. BACKGROUND / EMPLOYMENT VERIFICATION**

### **Requirements:**

Letter-Request, Valid I.D.

### **Duration:**

15 minutes

### **How to Avail of the Service?**

Type of Form	Service Provider Action	Processing Time (under normal circumstances)	Required Attachment
Background / Employment Verification	Verify information/ record at database	15 minutes	Request Form/ Authorization from requesting Company
END OF TRANSACTION			

**FEEDBACK FORM**  
(Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

*Ipaalam ninyo po sa amin kung pano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring I-tsek lamang ang kahong naaayon.*

☐

**COMPLIMENT**  
(Papuri)

☐

**COMPLAINT**  
(Reklamo)

☐

**SUGGESTION**  
(Mungkahi)

Person(s)/Unit/Office

Concerned or Involved: \_\_\_\_\_

*(Mga)tao/pangkat/ tanggapan*

*na may kinalaman sa papuri,*

*reklamo, o mungkahi)*

Facts or Details Surrounding the Incident:

*(Kaganapan o detalyeng bumabalot sa pangyayari)*

(Please use additional sheet/s if necessary)

*(Mangyaring gumamit ng karagdagang papel kung kinakailangan)*

Recommendation(s)/Suggestion(s)/

Desired Action from our Office

*(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)*

(Please use additional sheet/s if necessary)

*(Mangyaring gumamit ng karagdagang papel kung kinakailangan)*

Name[OPTIONAL]: \_\_\_\_\_ Office/Agency: \_\_\_\_\_

*(Pangalan)*

*(Tanggapan/Ahensya)*

Address: \_\_\_\_\_

*(Tirahan)*

Contact Number(s) (if any): \_\_\_\_\_ Email Address (if any): \_\_\_\_\_

*(Telepono)*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*(Lagda)*

*(Petsa)*

## PROCEDURES FOR FILING COMPLAINTS

### **Schedule of Availability of Service:**

Monday-Friday / 08:00 AM – 05:00 PM

### **Who may avail the Service?**

Employees; Stakeholders

### **Duration:**

As applicable

### **How to Avail of the Service?**

Type of Form	Service Provider Action	Processing Time (under normal circumstances)	Required Attachment
Complaint Form	Complaint Report is initially discussed and recorded	Depends upon the situation	Narrative report clearly stating the offense allegedly committed by the particular employee
	The HRM Officer checks/evaluate the authenticity of the written complaint report	15 minutes	
	The HRM Officer schedules dialogue to both parties		Notice of dialogue
	Both parties will attend the dialogue as required to clarify and resolve the matter/s	Depends upon the situation	
	The HRM Officer works on the resolution of the complaint and makes appropriate recommendation		
END OF TRANSACTION			

**Philippine State College of Aeronautics  
Piccio Garden, Vilamor, Pasay City**

**SURVEY FORM**

Kindly check the box that corresponds to your answer:  
(Mangyari I-check ang kahong naaayon sa inyong kasagutan):

**SA – Strongly Agree**

(Lubos na Sumasang-Ayon)

**A – Agree**

(Sumasang\_ayon)

**DK – Don't Know**

(Di alam)

**SD – Strongly Disagree**

(Lubos na Di-Sumasang-ayon)

**D - Disagree**

(Di-Sumasang-ayon)

<b>Name of the Staff</b> (Pangalan ng Empleyado)	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>DK</b>
1. Was courteous & helpful (Magalang at Matulungin)					
2. Provided prompt service (Nagbigay ng maagap na serbisyo)					
3. Provided accurate information (nagbigay ng tamang impormasyon)					
4. Was Honest and Professional (tapat at propesyonal)					
<b>Name of the Office</b> (Pangalan ng Opisina)					
1. Provided adequate information (sapat ang impormasyon)					
2. Had clear procedures (maliwanag ang patakaran)					
3. Had adequate facilities/equipment (Sapat ang pasilidad/kagamitan)					
I am satisfied with service I received (Masaya ako sa natanggap kong serbisyo)					
Suggestion to improve our service (Mungkahi para mapabuti an gaming serbisyo)					

Thank you for taking time to complete our customer survey!  
(Salamat sa pagsagot sa surbey)

Please return this form at the front desk.  
(Pakibalik ito sa front desk)