



AURORA STATE COLLEGE OF TECHNOLOGY

CITIZEN'S CHARTER



SERVICE: ACQUIRING COMPETENT FACULTY AND NON-TEACHING PERSONNEL

SCHEDULE OF AVAILABILITY OF SERVICE:

- Upon announcement and publication of vacant position pursuant to RA 7041
- 8:00 AM to 5:00 without noon break

WHO MAY AVAIL THE SERVICE:

- All internal and external interested applicants

WHAT ARE THE REQUIREMENTS:

- Letter of Application
- Personal Data Sheet (Resume)
- Transcript of Record/Copy of Eligibility

DURATION:

- One(1) week

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Submit letter of Application with Personal Sheet(Rresume) and other documents necessary for evaluation.	Acceptance of Application	5 minutes	Admin. Officer V		
2	Wait for the results of initial evaluation.	Conduct initial evaluation.	1 hour	Admin. Officer V		
3	Send notice of interview.	Deliver notice.	1 hour	Personnel Selection Board		
4	Conduct Interview Proper/ Observe Actual Teaching Demo of Applicant(if the Applicant is Faculty)	Conduct interview/ Observe teaching demo to the applicants	1 hour	Prsonnel Selection Board		
5	Wait for the results interview/ teaching demo.	Inform the applicants regarding thr result of interview/ teaching demo.	4 hours	Personnel Selection Board		
6	Submission of necessary documents if the applicant will be hhired.	Submit requirements	10 minutes	Admin. Officer V		PDS (CSC Form 212)

End of Transaction

**SERVICE: PREPARATION AND ISSUANCE OF APPOINTMENT/ PLANTILLA/
CONTRACT OF SERVICES/ JOB ORDERS AND ALL OTHER DOCUMENTS**

SCHEDULE OF AVAILABILITY OF SERVICE:

- Upon the submission of the necessary requirements.
- 8:00 AM to 5:00 PM without noon break

WHO MAY AVAIL THE SERVICE:

- Qualified applicants to be hired/ Promoted employees of the College

WHAT ARE THE REQUIREMENTS:

- Personal Data Sheet
- Medical Certificate
- NBI Clearance
- Drug Test
- Clearance from previous office (if transferee or promoted)
- Statement of Assets Liabilities and Net Worth
- Other documents as required

DURATION:

- Two (2) Hours

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Submission of fully accomplished necessary documents.	Receive fully accomplished necessary documents.	5 minutes	Admin. Officer V / Admin. Aide IV		PDS(CSC Form 212)/ CSC Form 211
2	Preparation of appointment and other documents.	Prepare the appointment and the other documents.	1 hour	Admin. Officer V/ Admin. Aide IV		KSS Form 33 BC- CSC Form 1
3	Process/ approve the appointment.	Process and sign the appointment.	1 hour	Admin. Officer V/ President		KSS Form 33 BC- CSC Form 1 Cs Form 67
4	Issuance of appointment.	Receive by the appointee.	5 minutes	Admin. Aide IV		

End of Transaction

SERVICE: ISSUANCE OF CERTIFICATE OF EMPLOYMENT/ SERVICE RECORDS/ LEAVE CREDITS

SCHEDULE OF AVAILABILITY OF SERVICE:

- Monday to Friday
- 8:00 AM to 5:00 PM Without noon break

WHO MAY AVAIL THE SERVICE:

- Those who are permanent and temporary employees contract of services and job orders.
- Those who simply wish to secure certification that previously rendered thus service in the College.

WHAT ARE THE REQUIREMENTS:

- Accomplish Request Form(RF)
- One (1) valid Identification Card
- If the request is filled through a representative, an authorization letter and one (1) valid ID of the representative.

DURATION:

- Twenty (20) Minutes

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Accomplished Request Form	Receive and review accomplished request form	2 minutes	Admin. Officer V /Admin. Aide IV		Request Form (RF)
2	Wait for the request to be processed.	Process the certification.	20 minutes			
3	Sign in the record book and release the certification.	Sign in the record book and release the certification.	1 minute			

End of Transaction

SERVICE: OBLIGATIONS PROCESSING OF CLAIMS

SCHEDULE OF AVAILABILITY OF SERVICE:

- Monday to Friday
- 8:00 AM to 5:00 PM

WHO MAY AVAIL THE SERVICE:

- All ASCOT Personel/Suppliers and Clients who have claims for payment, advances or reimburesments.

WHAT ARE THE REQUIREMENTS:

- Claims which are valid with complete and approved supporting documents.

DURATION:

- Five (5) Minutes per transaction and depending upon the availability of funds.

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCE S)	PERSON IN-CHARGE	FEES	FORM
1	Submit valid claim with complete and approved supporting documents to be processed	Recive ang review the validity of claims and determine if funds are available. Assign Obligation Request Number.	5-10 minutes	Budget Officer/Admin	None	Obligation Request Form
		Accomplish Obligation Request form for signature.				
		Sign Obligation requsr form ang forward to the next signatory.				

End of Transaction

SERVICE: PROCESSING OF VOUCHERS/PAYMENT

SCHEDULE OF AVAILABILITY OF SERVICE:

- Monday to Friday
- 8:00 AM to 5:00 PM

WHO MAY AVAIL THE SERVICE:

- All Faculty and Staff
- Students
- Suppliers and Contractors

WHAT ARE THE REQUIREMENTS:

- Itinerary of Travel, Travel Order, bus tickets and certificate of appearance for Travel Reimbursement.
- Purchase request, 3 canvass, abstract of quotation, purchase order, inspection and acceptance report, and sales invoice for procurements.
- Bid documents for Winning Contractors, Contract, Notices and Performance Security, Accomplishment Report and Request for payment.

DURATION:

- One(1) Day

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Submit properly the accomplished claim document.	Receive/ review accomplished document.	5 minutes	Accounting Staff		
2	Request of Payment.	Forward to Budget Office for obligation and	10 minutes	Budget Staff		
3	Sign the acceptance of payment.	Preparation of Voucher and certification.	10 minutes	Accounting Staff		
		Approval of Voucher	5 minutes	Head of Agency		
		Preparation and approval of Check.	30 minutes	Cashier and Head of Agency		
		Release of check and require issuance of official Receipt.	5 minutes	Cashier		

End of Transaction

SERVICE: PROCESSING OF DISBURSEMENTS UNDER FUND 164

SCHEDULE OF AVAILABILITY OF SERVICE:

- Monday to Friday
- 8:00 AM to 5:00 PM

WHO MAY AVAIL THE SERVICE:

- Employee, Supplier of Goods and Services, Students

WHAT ARE THE REQUIREMENTS:

- Approved Supporting documents of claims

DURATION:

- Eight (8) Minutes

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Present the approved supporting documents	Check the validity and accuracy of the presented documents	1 minute	Bookkeeper /Clerk Accounting Unit		
2	Wait for the claim to be processed	Prepare disbursement voucher for the particular transaction	4 minutes			Disbursement Voucher
3	Receive the disbursement voucher	Record transactions to disbursement book and assign DV number	2 minutes			DV Book
4	Process / Approve the voucher	Release the Disbursement Voucher and advice the claimant tgo proceed the signatory of the voucher for approval of the voucher for approval and for check preparation to Cashier’s Office	1 minute			

End of Transaction

**SERVICE: A. PREPARATION OF CHECKS FOR PAYMENT OF VARIOUS GOVERNMENT OBLIGATION,
 B. RELEASING OF VARIOUS CHECKS (SUPPLIES, STUDENT STIPEND AND EMPLOYEES BENEFITS)
 C. COLLECTING OF VARIOUS FEES (FEES MANDATED BY LAW)**

SCHEDULE OF AVAILABILITY OF SERVICE:

- Monday to Friday
- 8:00 AM to 5:00 PM

WHO MAY AVAIL THE SERVICE:

- Students
- ASCOT Faculty and Staff
- External Clientele (Supplies, parents, etc.)

WHAT ARE THE REQUIREMENTS:

- Complied of the requirement (the vouchers are certified by the accountant for the correctness, accuracy, validity and approval of the approving authority.
- Pretain of valid ID
- Order of payment

DURATION:

- 10 to 30 minutes upon receipt of the demand services
- 4 to 6 hours / after 24 hours / 5 to 30 minutes

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	See to it that the voucher is properly approved / Student, faculty & staff, supplies, etc.	Cashiering	5 to 6 hours	Cashier	Noner	None
2	Just present your valid ID to get your claim/ Students, faculty & staff, supplies, etc.	Issues / disburse various claims	After 24 hours	Cashier	None	None
3	Present your order of payment/ Students	Collection of Fees	2 to 30 minutes	Cashier	See order of payment	Order of payment

End of Transaction

**SERVICE: ISSUANCE OF EXAMINATION PERMITS AND CLEARANCES
(REPLACEMENT)**

SCHEDULE OF AVAILABILITY OF SERVICE:

- Monday to Friday
- 8:00 AM to 5:00 PM

WHO MAY AVAIL THE SERVICE:

- Students

WHAT ARE THE REQUIREMENTS:

Any of the following school documents

- School ID
- Registration Form
- Library Card

DURATION:

- Six (6) Minutes

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Present any of the School document listed above.	Check the validity of the Presented document and issue order of payment and advise student/client to pay to the Cashier.	1 minute	Student's Account Staff- Accounting Unit		Any of the School ID Registration Form Library Card
2	Pay to the cashier Office	Process payment and issue Official receipt (OR)	2 minutes	Collecting Officer	P 25.00	Official Receipt
3	Present OR and wait for the issuance of new exam Permit/clearance	Retrieve student's ledger and verify balance of fees	2 minutes	Student's Account Staff- Accounting Unit		
4	Receive the new exam Permit/Clearance	Release the exam permit/clearance to student	1 minute	Student's/Account-Staff Accounting Unit		Permit Clearance

End of Transaction

SERVICE: ADMISSION SERVICE DURING ENROLLMENT

SCHEDULE OF AVAILABILITY OF SERVICE:

- First (1st) Semester (May-June)
- Second (2nd) Semester (October-November)
- Monday to Friday
- 8:00 AM to 5:00 PM

WHO MAY AVAIL THE SERVICE:

- All incoming students of ASCOT (Old & New/Transferees)

WHAT ARE THE REQUIREMENTS:

For New Students

- High School Card
- Birth Certificate
- Good Moral Certificate
- 2 Pcs. 2x2 picture

For Old Students

- * Clearance

DURATION:

- Ten (10) minutes

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Present all the requirements for admission	Check the documents	1 minute	Guidance Counselor		
2	Fill up the necessary forms for enrolment	Interview the client what course to take	5 minutes	Guidance Counselor		PDS
3	Receive the notice of admission then proceed to OSA for enrolment form; Copy the schedule of classes	Release notice of admission to students	1 minute	OSA, Registrar Director, Registration Adviser		Notice of Admission Enrollment Form
4	Pay to the cashier	Issue Order of Payments	1 minute	Cashier/Collecting Officer		Order of Payment, OR
5	Present the green form & receipt to the registrar; Wait for the release of the class cards	Check the green form & Receipt	1 minute	Registrar		Class Card

End of Transaction

SERVICE: ISSUANCE OF GOOD MORAL CERTIFICATION

SCHEDULE OF AVAILABILITY OF SERVICE:

- Monday to Friday
- 8:00 AM – 12:00 NN / 1:00 PM - 5:00 PM

WHO MAY AVAIL THE SERVICE:

All ASCOT Students: presently enrolled, dropped and graduated

- Those who graduated from the College for employment
- Those who would like to take board exam
- Those who will transfer to other school
- Those who are planning to apply for scholarship

WHAT ARE THE REQUIREMENTS:

- Properly accomplished Good Moral Request Form
- If the request is filed through a representative, authorization letter and valid ID of the Representative

DURATION:

- Thirty (30) minutes

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Fill-out GMC request form	Receive/review accomplished request; Issue order of payment	2 minutes	Department Director, OSA, Registrar	30.00	
2	Pay to the Cashier	Process payment & issue official receipt (OR)	2 minutes	Cashier/Collecting Officer		
3	Present OR & wait for the request to be processed/verified	Verify student record Encode/process certification	25 minutes	Guidance Counselor Encoder		
4	Sign in release portion of request of the GMC request form	Release the GMC to client	1 minute	Guidance Counselor		

End of Transaction

SERVICE: CONDUCT OF HEARING ON STUDENT CASES

SCHEDULE OF AVAILABILITY OF SERVICE:

- Upon filing of the case or complain in the Office, time/day for hearing will be scheduled right away

WHO MAY AVAIL THE SERVICE:

- Student complainant/Agrieved students and/or students who are summoned for any violations of school rules and regulations

WHAT ARE THE REQUIREMENTS:

- Letter of complain with affixed signature
- Evidences
- Presence of Parents, Student Disciplinary Committee and other Concerns
- 2 Pcs. 2x2 picture

DURATION:

- It depends on the case to be resolved but if possible more or less within one (1) hour

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Submission of written complain of concern student and/or faculty.	Conduct initial dialogue and investigation about the case, and set schedule for the hearing.	More or less one hour (It depends on the gravity of the case)	OSA Director/Guidance Counselor/Student Disciplinary Committee	None	
2	Bring parents in the school	Conduct formal hearing-cross examination of complains and evidences and come up with decision as to what sanction to be given base on Student Handbook.	More or less one hour(It depends on the gravity of the case)		None	
3	Present suspension notice (if given suspension) to all his/her subject professors for information.	Provide counseling and issue admission slip		OSA Director/ Guidance Counselor/ Student	None	Notice of Suspension
4	Report to the Guidance Office and seek admission slip upon returning to the college and present it to her/his professors		15 minutes	Guidance Counselor		Admission Slip
5	Report/enter his/her classes				None	

End of Transaction

SERVICE: RECOGNITION/RENEWAL/REVALIDATION OF STUDENT ORGANIZATIONS

SCHEDULE OF AVAILABILITY OF SERVICE:

- The first twenty (20) days from the start of regular classes of every academic year.

WHO MAY AVAIL THE SERVICE:

- All student organization from the different departments.

WHAT ARE THE REQUIREMENTS:

For Recognition

- Letter of application duly signed by the fifteen founding members starting the name of the organization and addressed to the College President through the Directors of the Student Affairs
- Logo of the Organization
- Constitution and By-Laws of the Organization
- Mission, Vision and Objectives of the Organization
- Name of the Faculty adviser and letter of acceptance of advisorship by the faculty addressed to the College President through the Director of the Office of Student Affairs.
- Parents consent or waiver
- Proposed plans, projects, and/or activities for the whole school year
- Information sheet of duly elected officers and members with latest 2x2 colored ID picture
- List of Officers and members.

For Renewal/Revalidation

- Letter of application duly signed by the fifteen founding members starting the name of the organization and addressed to the College President through the Directors of the Student Affairs
- Constitutional Amendments/revisions if any
- List of new set of officers and members
- Information Sheet of new members with latest 2x2 colored ID picture
- Accomplishment reports with supporting documents and on-going projects
- Statement of financial status primarily showing the income and expenditures and assets and liabilities of the organization. This must be accompanied by a clearance from the accounting department.
- Name of faculty adviser and his/her letter of acceptance of advisorship
- Proposed plans, projects, and/or activities for the whole school year

DURATION:

- Twenty (20) Days

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Submit letter of application to the College President through the Director of Student Affairs. The letter must be noted by the faculty adviser	Screen/Verify letter of application	5 minutes	OSA Director		
2	Submit needed requirements to the OSA such as: logo of the organization, constitution and by-laws, vision, mission and objectives, letter of acceptance of the faculty Adviser addressed to the College President through the OSA director, Parent Consent/Waiver, proposed plans, projects and/or activities for the whole school year, list of elected officers and members or information sheet with latest 2x2 colored picture, accomplishment reports, and financial status report.	Forward to Budget Office for obligation and	5 minutes	OSA Director		

End of Transaction

SERVICE: APPROVAL AND SIGNING OF STUDENTS ORGANIZATIONS' ANNOUNCEMENT OF THEIR ACTIVITIES, INFORMATION, POSTERS AND OTHER FORMS OF COMMUNICATION IN THE BULLETIN BOARD

SCHEDULE OF AVAILABILITY OF SERVICE:

- As need arises (Based on the announcement/information to be posted in the bulletin board)

WHO MAY AVAIL THE SERVICE:

- All recognized student organization

WHAT ARE THE REQUIREMENTS:

1. Only duly recognized Student Organizations
2. Posting of Announcement, poster, and other forms of communication shall be allowed to designated areas of the College authorities.
3. Such posting must bear the name of source/s, or proponents and with their signature.
4. Any kind of materials are allowed to be used in posting as long as it is not detrimental to the College properties. The use of staple wire to attach posting, notices announcement, etc. Should be avoided. The use of biodegradable materials is very much encouraged.
5. Every student organization is allowed to post their announcement, notices, etc. within ten (10) to fifteen (15) school days.
6. Student organization is responsible in removing postings. Extreme care should be taken so that the bulletin board shall not be defaced when postings are removed.

DURATION:

- Twenty (20) Minutes

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Present the announcements, notices, projects, and other forms of communication to the OSA for approval and signature.	Check and screen the announcement, notices, posters, and other form of communication to be posted.	2 minutes	OSA Director		

End of Transaction

SERVICE: INFORMATION SERVICES

SCHEDULE OF AVAILABILITY OF SERVICE:

- First (1st) Semester (May – June)
- Second (2nd) Semester (October – November)
- Monday to Friday
- 8:00 AM to 5:00 PM

WHO MAY AVAIL THE SERVICE:

- Those who are planning to enroll in ASCOT
- All incoming freshmen of ASCOT
- Those who would like to transfer to ASCOT
- All ASCOT students

WHAT ARE THE REQUIREMENTS:

- none

DURATION:

- One (1) Hour

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Get bulletin of information ASCOT Walk -in-inquiry	Post information, tarpaulin, poster, announcement on radio, through text or internet; Provide information for personal inquiry	5 minutes	Guidance Counselor		Bulletin Information
2	Attend the information dissemination campaign (DICADI High Schools)	Conduct information dissemination to all secondary schools especially in DICADI area.	1 Hour/ school	Directors OSA Faculty, Guidance Counselor		Posters, Tarpoulin
3	Request forms needed for enrollment/ entrance exams	Provide all necessary forms	25 minutes			Entrance Application Form

End of Transaction

SERVICE: APPLICATION AND ADMISSION OF TEST

SCHEDULE OF AVAILABILITY OF SERVICE:

- Monday to Friday
- 8:00 AM to 5:00 PM
- Every Friday for Psychological Test
- March and May for Entrance Test (As scheduled)

WHO MAY AVAIL THE SERVICE:

- For Psychological Test – all ASCOT Students
- For Entrance Test – only the highschool graduates and transferees
- Those who would like to transfer to ASCOT
- All incoming students of ASCOT (Old & New/Transferees)

WHAT ARE THE REQUIREMENTS:

For Entrance Test

- 2 Pcs. 2x2 picture
- Birth Certificate (photocopy)
- High School Card (photocopy)
- Good Moral Certificate (photocopy)
- Properly accomplished application form

For Psychological Test

- * Application form with picture
- * School ID

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Fill out the application form	Received check if properly filled-out, received the requirements	2 minutes	Guidance Counselor		Test Application form
2	Pay the cashier	Process payment & issue official receipt	2 minutes	Cashier/ Collecting Officer	50.00	Order of Payment
3	Check the schedule, time date, and room of examination	Issue of examination stub	2 minutes	Guidance Counselor		Stub
4	Proceed to the examination room & present your examination stub. Fill out the answer sheet, start of test.	Verify & check the examination stub, Assist the examinee and give proper orientation and direction before starting the test.	1 minute	Proctor		Answer Sheet
5	Start of Test	Assist the examinee	1 hour	Proctor		
6	Submit the answer sheet, test booklet before leaving the room	Inform the client when to receive the result	30 minutes checking for each examinee	Guidance Counselor		Test Result Notice
7	Sign in release portion of test/ exam	Interpret the result for the client; Release the notice of test of client				

End of Transaction

SERVICE: MEDICAL AND DENTAL SERVICES

SCHEDULE OF AVAILABILITY OF SERVICE:

- Monday to Friday
- 8:00 AM to 5:00 PM
- During Enrolment

WHO MAY AVAIL THE SERVICE:

- Freshmen students who wants to enroll in ASCOT
- Transferees students who wants to enroll in ASCOT
- Graduate student of ASCOT
- Personal of ASCOT (Staff & Faculty)

WHAT ARE THE REQUIREMENTS:

- Medical Certificate from Government Physician
- Medical Certificate from Governmen Dentist

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Fill up the medical forms with the necessary information	The schol nurse will provide the forms	3 minutes (each)	School Nurse		Medical Form
2	Laboratory examinations are required (utinalysis,fecalalysis,C BS and X-ray)	Examine laboratory examination results	10 minutes	Physician Med. Technologies	P 20.00	
3	Fill up the Dental form with the necessary information	The school dentist will provide the forms	5 minutes (each)	Dentist		Dental Form
4	Medical and Dental Certificate will submit to the School Nurse for the enrollment	Examine laboratory examination results	5 minutes (each)	School Nurse		
5	The personnel and the student can avail medicines to the school clinic	The school nurse will provide medicines for personnel and students	3 minutes	Nurse and Physician		

End of Transaction

SERVICE: PRE-REGISTRATION/ADMISSION/REGISTRATION OF STUDENTS

SCHEDULE OF AVAILABILITY OF SERVICE:

- March, April, May, June, October, and November
- Monday to Friday
- 8:00 AM to 5:00 PM

WHO MAY AVAIL THE SERVICE:

- Those who seek admission to the College
- All incoming freshmen and Transferees of ASCOT
- Old and continuing ASCOT students

WHAT ARE THE REQUIREMENTS:

For New Students

- Approved Notice of Admission
- Original High School Card
- NSO Copy of Birth Certificate
- Certificate of Transfer and OTR (for Transferees)
- 2 Pcs. 2x2 picture

For Old Students

* Class cards from previous semester/checklist

* Semestral Clearance

DURATION:

- Two (2) Weeks (enrolment period)

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	(For new students)Inquiries	a. Disseminate and coordinate with other offices, follow enrolment schedule and procedures b. Accomodate and provide admission requirements, course offered and advice client to take entrance exam	25 minutes 25 minutes	Registrar's Office Personnel		Application for Admission
2	Entrance Exam	Recieve/review admission credentials and registration from and have it stamped enrolled, and signed. Issue class cards.	2 minutes	Guidance Officer	20.00	Exam Results
3	(For new and old students) Follow the enrolment procedure (step 1 to 6)			Registrar's Office Personnel	60.00 per unit & miscellaneous	Registration Form, Classcards

End of Transaction

SERVICE: ISSUANCE OF REQUESTED ACADEMIC RECORDS

1. CERTIFICATION (ENROLMENT, UNITS EARNED, GRADUATION, HONORABLE DISMISSAL/TRANSFER CREDENTIAL)
2. CERTIFICATIONS OF GRADES AND OFFICIAL TRANSCRIPT OF RECORDS
3. DIPLOMA

SCHEDULE OF AVAILABILITY OF SERVICE:

- Certification
- Official Transcript of Records

WHO MAY AVAIL THE SERVICE:

- Graduates, students, scholars, and transferring out

WHAT ARE THE REQUIREMENTS:

- Accomplished clearance
- Payments
- Authorization/ claim stub

Note: this must be given to the issuing officer when claiming the requested document. Official Transcript of Records (OTR) is issued within 30 working days from filing not unless some requirements were not complied. And unclaimed request within six months from the date of request shall be disposed except those with problem.

DURATION:

Two (2) weeks (enrolment period)

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Accomplished clearance Payments	Upon submission of accomplished clearance Issuance	10 minutes (regular students) 20 minutes (irregular students)	Encoder Admin.Aide IV Registrar	Certifications a.)Grades (scholarship)0.00 b.)Enrolment 10.00 c.)Units earned 20.00 d.)Graduation 20.00 Honorable Dismissal/ Transfer credential with cert. Of grades (for transfer)20.00	Request Form/clearance/order of Payment
2	Accomplished clearance Payments	The issuance of official certificates, transcript of records, grades, transfer credentials and other similar documents within 30 working days from request	a. 30 minutes b. 30 minutes (regular students) 1hr(irregular students)	Encoder Admin.Aide IV Registrar	OTR a. Graduated b. Non-graduating 60.00 first page 20 per additional page	Request Form/Clearance/Order of Payment
3	Accomplished clearance	10 minutes issuance	Encoder Admin Aide IV Registrar	150.00 (included in the graduation fee)		Request Form/clearance

End of Transaction

SERVICE: POSTING /UPDATING OF GRADES/EVALUATION AND GRADUATION

SCHEDULE OF AVAILABILITY OF SERVICE:

- March, April, May, June, October, and November
- Monday to Friday
- 8:00 AM to 5:00 PM

WHO MAY AVAIL THE SERVICE:

- Those who seek admission to the College
- All incoming freshmen and Transferees of ASCOT
- Old and continuing ASCOT students

WHAT ARE THE REQUIREMENTS:

For New Students

- Approved Notice of Admission
- Original High School Card
- NSO Copy of Birth Certificate
- Certificate of Transfer and OTR (for Transferees)
- 2 Pcs. 2x2 picture

For Old Students

- * Class cards from previous semester/checklist
- * Semestral Clearance

DURATION:

- Two (2) Weeks (enrolment period)

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	(For new students)Inquiries	c. Disseminate and coordinate with other offices, follow enrolment schedule and procedures d. Accomodate and provide admission requirements, course offered and advice client to take entrance exam	25 minutes 25 minutes	Registrar's Office Personnel		Application for Admission
2	Entrance Exam	Recieve/review admission credentials and registration from and have it stamped enrolled, and signed. Issue class cards.	2 minutes	Guidance Officer	20.00	Exam Results
3	(For new and old students) Follow the enrolment procedure (step 1 to 6)			Registrar's Office Personnel	60.00 per unit & miscellaneous	Registration Form, Classcards

End of Transaction

SERVICE: ENROLMENT (GRADUATE PROGRAM)

SCHEDULE OF AVAILABILITY OF SERVICE:

- As per scheduled date of enrolment for first semester
- As per scheduled date of enrolment for second semester

WHO MAY AVAIL THE SERVICE:

All Graduate Students taking up:

- Master of Management Major in Public Management
- Master of Management Major in Educational Management
- Master of Management Major in Business Management
- Master of Arts in Education

WHAT ARE THE REQUIREMENTS:

- Admission form (old students)
- TOR, Transfer Credentials (Transferee and new students)
- Letter of Application (Transferee and new students)
- 2x2 ID picture (2 copies)

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Approved Notice of Admission	Accounting Office (old students)/guidance Office (new students)	5 minutes/15 minutes	Accountant Guidance counselor		Notice of Admission
2	Comply with the Requirements needed by the Registrar	Registrar	5 minutes	Registrar	Tuition & Miscellaneous Fees	Registration Form
3	Fill-up the Registration Form	Director/Program Coordinator	15 minutes	Director/Program Coordinator		Filled-up & Approved Registration Form
4	Submit Registration Form for Assessment	Accountant/Cashier	15 minutes	Accountant/Cashier		Assessed Registration Form
5	Submit assessed Registration Form for Different Concerns	Registrar	10 minutes	Registrar		Class Cards

End of Transaction

SERVICE: CONDUCTING PRE-ORAL AND FINAL DEFENSE (GRADUATE PROGRAM)

SCHEDULE OF AVAILABILITY OF SERVICE:

- As per schedule

WHO MAY AVAIL THE SERVICE:

- Student who conducted research

WHAT ARE THE REQUIREMENTS:

- Application form for Pre-Oral Defense
- Application form for Final Defense
- Corrected copy of Conducted Manuscript
- Final Copy of Manuscript

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Submit proposed title with proposed committee	Committee\student	1 week	Director		Proposed com. members
2	Consultation with the committee	Student\Committee	1 semester	Adviser		Outline proposal
3	Presentation of Outline Proposal to Panel Committee	Committee\Student	1 day	Members of Committee		Form for outline presentation
4	Revised and integrate all corrections to the proposal	Student	1 week	Adviser\director	P2,500.00 50% of the approved fees 100% of the approved fees	Final copy of proposal
5	Conducting the study	Student	10 minutes	Adviser		Permit to conduct
6	Analysis of data	Student\statistician	1 month	Students\statistician		Analyzed data
7	Pre-oral presentation	Panel Committee	1 day	Panel committee		Copy of Manuscript
8	Final presentation	Panel\examining committee	1 day	Examining committee		

End of Transaction

SERVICE: ADMINISTERING COMPREHENSIVE EXAMINATION (GRADUATE PROGRAM)

SCHEDULE OF AVAILABILITY OF SERVICE:

- As per scheduled date of enrolment for first semester
- As per scheduled date of enrolment for second semester

WHO MAY AVAIL THE SERVICE:

- Candidate for Graduation

WHAT ARE THE REQUIREMENTS:

- Application form for Comprehensive Examination
- Evaluated Subjects taken

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Submit application form for comprehensive exam.	Director	1 week	Director		Applicati on Form
2	Secure registration form for fees assessment.	Registrar	1 semester	Accountant		Registrati on Form
3	Submit course checklist for evaluation.	Registrar	1 day	Registrar		Evaluate d Grades
4	Wait for the scheduled date & subjects 1 month prior to exam.	Director	1 week	Director		Schedule of date of subjects to be taken
5	Take the comprehensive exam.	Proctor	3 days	Director		Exam Question naires
6	Wait for the results of the exam.	Faculty concern	2 weeks to 1 month	Director		

End of Transaction

SERVICE: PROCESSING STUDENT ENROLMENT/CAMPAIGN (UNDERGRADUATE STUDENTS)

SCHEDULE OF AVAILABILITY OF SERVICE:

- Upon Announcement of campaign
- Entrance Examination of Transferee and freshmen

WHO MAY AVAIL THE SERVICE:

- Transferee/Freshmen

WHAT ARE THE REQUIREMENTS:

- Certification of good moral character
- Form 138 card
- Form 137 OTR
- Medical Certificate

WHO MAY AVAIL THE SERVICE:

- Two (2) Weeks

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Admission test to the college.	Give student application form to be filled up.	10 minutes	Guidance Councilor	P50.00	
2	Qualifying exam to be qualified to teacher education.	Students who passed the college entrance or interested to be education students will take again another qualifying exam to the teacher education department.	1 hour	Teacher education Chairman	P20.00	
3	Oral interview Medical Examination	Those students who passed the TED qualifying exam will be scheduled for interview. Those students who passed interview exam with grade requirement will undergo medical.	30 minutes 1 hour	Teacher education Faculty College physician		
4	Admission to guidance councilor	Give the admission form.	20 minutes	Guidance Councilor		
5	Submit the medical certificate to the college.	Check the certificate of the students	10 minutes	College Nurse		
6	Secure the green form at OSA	Distribute the Green Form/Give ID number	10 minutes	OSA		
7	Secure the admission form to the Gen. Ed. Department	Screen the application form and the requirements	10 minutes	Director, Chairman, Faculty		
8	Copy the given schedule of the department.	Check the copied schedule	30 minutes	Director, Faculty		
9	Check the copied schedule assess units etc.	Check the class cards and copied schedule with the # of units.	30 minutes	Director		
10	Pay to the cashier	Process payment and assess OR collect the green form.	20 minutes	Processor		
11	Go back to the registrar with the process application and submit the green form. The complete requirement prescribes by the college.	Collect the registrar's copy and distribute the class cards.	30 minutes	Registrar		
12	Admission test to the college.	Give student application form to be filled up.	10 minutes	Guidance Councilor	P50.00	

End of Transaction

SERVICE: VALIDATION OF GRADES/SHIFTING TO OTHER COURSES

SCHEDULE OF AVAILABILITY OF SERVICE:

- Upon enrolment/admission to the department
- 8:00 AM to 5:00 PM

WHO MAY AVAIL THE SERVICE:

- Transferees/Shfitters

WHAT ARE THE REQUIREMENTS:

- Admission to College, certification of good moral character
- Admission to the department

DURATION:

- Thirty (30) minutes

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Go to the registrar,ask for validation form and fill out the form and write the subjects to be validate.	Let the teacher to sign of the subjects are to be validated.	20 minutes	Faculty		
2	Go to the director's office, or signature acceptance to the department.	Verify the grades to be validated	20 minutes	Director and chairman		
3	Submit to the registrar office the accomplished validation form.	Verify te grades to be validated	20 minutes	Registrar		

End of Transaction

SERVICE: LITERACY ENHANCEMENT PROGRAM OF TEACHER EDUCATION

SCHEDULE OF AVAILABILITY OF SERVICE:

- First (1st) Semester

WHO MAY AVAIL THE SERVICE:

- All schools in Aurora, Elementary/Secondary

WHAT ARE THE REQUIREMENTS:

- MOA between ASCOT and Recipient Schools
- Letter of Recommendation from ALS Teacher and Principal (Alternative Learning System and Community Dimension)
- List of Students who need Academic Assistance

DURATION:

- First (1st) Semester

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	MOA Signing/ Schools (Elementary or Secondary)	ALS students	First Semester	ALS Teacher Principals Supervising Teacher from recipient school		
2	Submission of List of PT students to principal/Schools					
3	Submission of List of students to principal/Schools					

End of Transaction

SERVICE: PRACTICE TEACHING (TEACHER EDUCATION)

SCHEDULE OF AVAILABILITY OF SERVICE:

- Second (2nd) Semester

WHO MAY AVAIL THE SERVICE:

- All Cooperating Schools – Elementary and Secondary Schools in Aurora

WHAT ARE THE REQUIREMENTS:

- MOA between ASCOT and Recipient Schools
- Letter of Recommendation from PT Teacher and Principal Cooperating Schools
- (Alternative Learning System and Community Dimension)
- List of Practice Teaching Students

DURATION:

- Every November to March; Mondays to Fridays or a Total of 480 Hours/

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	MOA Signing/ Schools (Elementary or Secondary)	PT students	Second Semester	PT Teacher Principals Supervising Teacher from Cooperating school		
2	Submission of List of PT students to principal/Schools					

End of Transaction

SERVICE: PRACTICUM TRAINING OF STUDENTS (ALL STUDENTS)

SCHEDULE OF AVAILABILITY OF SERVICE:

- Summer (April to June)

WHO MAY AVAIL THE SERVICE:

- All Cooperating Establishment; Student-Trainees and ASCOT

WHAT ARE THE REQUIREMENTS:

Student must be enrolled the Practicum Training and passed the major subjects as well the pre-requisite

- Application form for Comprehensive Examination
- Evaluated Subjects taken

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Register / Enroll in practicum program.	HRM/TRM Students secure their application or registration	1 st week of summer	ASCOT committee during enrollment		Registration form Class card
2	Submit the class card to the instructor-in-charge and fully accomplished requirements/documents.	Screen and verify the accomplished requirements/documents.		Instructor in-charge		
3	Give the endorsement/ approval letter to student-trainees to be sign to the office if the department; vice president for academic affairs; and college president.	Student-trainees will secure their endorsement/ approval letter	30 minutes	Student-trainees		
4	Assist student trainees to the cooperating establishment for their interview.	Instructor in-charge orient the student-trainees	30 minutes	Instructor-in-charge		
5	Conduct orientation	Conduct interview that identified by student-trainees in cooperating establishment.	30 minutes	Cooperating Establishment/ Manager		
6	Deploy the student trainees to their respected cooperating establishment.	The student-trainees start to conduct practicum training in their respected Cooperating Establishment.	250 hrs.	ASCOT and Cooperating Establishment.		Performance Rating, Certificate of Completion

End of Transaction

SERVICE: ORAL/FINAL DEFENSE OF THESIS (UNDERGRADUATE STUDENTS)

SCHEDULE OF AVAILABILITY OF SERVICE:

- Upon Approval of the thesis by the adviser and member of the committee.
- 8:00 AM – 5:00 PM without noon break

WHO MAY AVAIL THE SERVICE:

- Third year students enrolled thesis writing

WHAT ARE THE REQUIREMENTS:

- Enrolled in thesis writing
- Approved by the adviser and members of the thesis committee

DURATION:

- One (1) hour

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Go to the Director's office or Chairman, fill out the form	Give the application form	5 minutes	Director Chairman		
2	Let the members sign the form	Screen the application form	5 minutes	Director Chairman Members		
3	Wait for the approval of the oral defense	If the students is qualified to present his/her thesis, he/she advise to present the oral defense.	1 hour	Adviser Members Director		

End of Transaction

SERVICE: ISSUANCE AND SIGNING OF DEPARTMENT CLEARANCE

SCHEDULE OF AVAILABILITY OF SERVICE:

- Before end of the semester
- 8:00 AM – 5:00 PM without noon break

WHO MAY AVAIL THE SERVICE:

- All students

WHAT ARE THE REQUIREMENTS:

- Fully paid and submit all the requirements to the department.

DURATION:

- One (1) hour

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Secure the department clearance to the director/area chairman.	Give students department clearance form.	5 minutes	Director Chairman		
2	Fill out the clearance form.	Look and sign to the classroom treasurer, organization treasurer, and classroom and organization adviser.	15 minutes	Director Chairman Classroom and organization Treasurer		
3	Sign the department clearance to the reading-in-charge	Very the logbook for accountabilities.	1 hour	Reading-in charge		
4	Go to the Director's Office and secure/sign the clearance.		5 minutes	Director		

End of Transaction

SERVICE: CONDUCT OF RESEARCH

SCHEDULE OF AVAILABILITY OF SERVICE:

- As per request and availability of fund.

WHO MAY AVAIL THE SERVICE:

- Faculty, Staff, Students and Community

WHAT ARE THE REQUIREMENTS:

- Research Proposals

DURATION

- It depends on the project duration

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Submission of Research Proposal /Faculty,Staff,Students and community	Research Department	Anytime	Project Leader concerned & Director for Research	None	Required form of the funding Agency where they went to submit the proposal
2	Review of the Proposal /Selected proposal/Faculty Concerned	Research Department	5 days	Director for Research/College President	None	
3	Submission of funding agency /The Researcher	Research Department	3 mons.	Evaluation Team of the Concerned Agency	None	
4	Approval of the Proposal/ The Researcher	Funding Agency/Research Department	3 mons.	Evaluation Team of the Concerned Agency	None	
5	Fund Release /The Researcher	Funding Agency/Research Department	3 mons.	Head of the Funding Agency	None	
6	Implementation of the Research/ The Researcher Project Staff	Research Department	It depends on the project duration	Project Leader	None	Required forms given by the funding Agency

End of Transaction

SERVICE: EXTENSION AND TRAINING

SCHEDULE OF AVAILABILITY OF SERVICE:

- Weekdays
- By arrangement during weekends

WHO MAY AVAIL THE SERVICE:

- Farmers and the Organization they represent (Farmers Association, Irrigator's Association, Cooperatives, etc.)
- Women and the Organization they represent (Rural Improvement Club, Cooperatives, etc.)
- Youth and the Organization they represent (Kabataang Barangay, 4H Club, Pag-asa Youth Movement, etc.)
- Other Extension Workers
- Other NGO's

WHAT ARE THE REQUIREMENTS:

- Proper Coordination

DURATION

- Varies from one (1) hour to one (1) year depending on the type of service provided

HOW TO AVAIL OF THE SERVICES:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Proper Coordination /Farmers	Ext.& training office	Half day	Director for Ext.	None	Field days
2	Office Visit /Farmers,youth, women	Ext.& Training Office	One Hour	Director for ext.	None	Written(pamphlets, Brochure,leaflet, Flyer,poster)
3	Farm and Barangay/ Farmers,youth, women	Ext. & Training Office	Half Day	Director for Ext.	None	Group meetings lecture
4	Informal Group Discussion/ Farmers,youth, women	Ext.& Training Office	Half Day	Director for Ext.	None	Group Meetings
5	Cross visits to other farms & demonstration / Farmers,youth, women	Ext & Training Office	Half Day-one day	Director for Ext.	None	Method and Result demonstration
6	Leadership strengthening /Cooperatives	Ext.& Training Office,DAR	5 Days	Director for Ext.	None	Field Trip/ Lakbay Aral
7	Enrollment/ Youth	ASCOT,Canili Nat'l School	One school year	Mr. Ricardo Gonzales Jr.	None	Farmers Fields School(FFS)
8	Coordination and Registration/ Farmers,youth, women	Ext.& Training Office,DAR,DA	One Day	Director for Ext.	None	Training Seminar

End of Transaction