

# Online Procedure for Student Document Requests

**Effective FS AY 2021-2022**

## I. Certificate & Document Requests:

Below are the detailed instructions on how to request for documents and certifications from OCS-Admin Office. Please send your request emails during weekdays within office hours.

1. The following certificates and documents can be requested from the OCS-Admin:

### ***List of Certificates:***

- ✓ Certification of Candidacy for Graduation
- ✓ Certification of Enrolment
- ✓ Certification of General Weighted Average (GWA)
- ✓ Certification of Good Moral Character (GMC)
- ✓ Certification of Graduation
- ✓ Certification of Class Ranking
- ✓ Certification of Year Level
- ✓ Certificate of Units Earned
- ✓ Certificate of Internship (for Board Exam application)

### ***List of Documents:***

- ✓ Course Description
- ✓ Form 5

*Note: Form 5 for scholarship purposes must be requested by the student from the OUR*

- ✓ True Copy of Grades (TCG)

*Note: Transcript of Records (TOR) is different from TCG. TOR is being released only after the student has graduated. TOR should be requested by the student from OUR at [upm-our@up.edu.ph](mailto:upm-our@up.edu.ph).*

2. To send your request, answer the UPCP OCS Transactions Online Portal google form through this link <https://forms.gle/dKx6q4bVN6LbJVJd6>.
3. After answering the google form, request for Billing Statement from the Administrative Staff, Ms. Daisy Angeles via email at [daangeles@up.edu.ph](mailto:daangeles@up.edu.ph). The student shall receive the billing statement via email from Ms. Daisy Angeles.
4. Upon receipt of Billing Statement, pay the corresponding fees through Link.Biz Portal for online payment or pay directly at the UPM Cash Office.  
*Note: Link to Link.Biz portal is posted on the college website*
5. After payment, send the payment receipt to the Cashier's Office via email at [cash@post.upm.edu.ph](mailto:cash@post.upm.edu.ph) for immediate posting of payments, and cc Ms. Daisy Angeles ([daangeles@up.edu.ph](mailto:daangeles@up.edu.ph)) and College SRE, Ms. Thelma Raymundo ([tcraymundo@up.edu.ph](mailto:tcraymundo@up.edu.ph)).
6. The processing duration of certificates and documents listed above is 5-7 working days. All documents for release shall be sent via email, or to be picked at UPCP admin Office, if hardcopy.

Coordinate with Ms. Daisy Angeles in requesting for hardcopies, and specify if the document being requested as hardcopy should have a college dry seal.

*Note: Hardcopies shall still contain electronic signatures.*

*All documents shall contain RSA remarks.*

**II. For other academic-related transactions, please refer to the following step-by-step procedures:**

**A. Application for Graduation**

1. Download from the college website under College Forms the Application for Graduation Form. Accomplish the form.

*Note: Must file before the deadline of application for graduation. Please refer to the Academic Calendar for the deadline of application posted on the OUR website at <https://our.upm.edu.ph/>.*

2. Submit the fully accomplished form to the College Student Record Evaluator (SRE), Ms. Thelma Raymundo via email at [tcraymundo@up.edu.ph](mailto:tcraymundo@up.edu.ph).
3. The College SRE shall process the filed application for graduation.

**B. Change of Matriculation**

1. Download from the college website under College Forms the Change of Matriculation Form.
2. Accomplish the form with complete signatures.

*Note: For CAS subjects, use the Change of Matriculation Form of CAS.*

3. To send your request, answer the UPCP OCS Transactions Online Portal google form through this link <https://forms.gle/dKx6q4bVN6LbJVJd6> and upload the fully signed form.

*Note:*

- For CP courses, send again the accomplished Change of Matriculation form to the College SRE via email at [tcraymundo@up.edu.ph](mailto:tcraymundo@up.edu.ph) for processing. The College SRE shall reflect the changes in the SAIS account of the student accordingly and shall notify the student via email once changes were made.
  - For CAS courses, send the accomplished Change of Matriculation form to CAS OCS at [ocs-cas@post.upm.edu.ph](mailto:ocs-cas@post.upm.edu.ph) for processing. The student shall make the necessary follow up to ensure the processing of request. Once approved, the student shall notify the College SRE by sending the approved CAS Matriculation Form for counterchecking
4. Request for Billing Statement from the Administrative Staff, Ms. Daisy Angeles via email at [daangeles@up.edu.ph](mailto:daangeles@up.edu.ph). The student shall receive the billing statement via email from Ms. Daisy Angeles.
  5. Upon receipt of Billing Statement, pay the corresponding fees through Link.Biz Portal for online payment or pay directly at the *UPM Cash Office*.  
*Note: Link to Link.Biz portal is posted on the college website*
  6. After payment, send the receipt to the Cashier's Office via email at [cash@post.upm.edu.ph](mailto:cash@post.upm.edu.ph) for immediate posting of payments, and cc Ms. Daisy Angeles ([daangeles@up.edu.ph](mailto:daangeles@up.edu.ph)) and College SRE Ms. Thelma Raymundo ([tcraymundo@up.edu.ph](mailto:tcraymundo@up.edu.ph)).

7. The Colle SRE shall file all the Change of Matriculation Forms for recordkeeping and generation of summary report for submission to CAS a month before the semester ends.

#### C. CP College Clearance Request

1. Before requesting for college clearance, ensure that your name is already in the UPCP Student Directory which can be found through this link:  
<https://docs.google.com/spreadsheets/d/1okrHzMmovvalYfDHq7fmXDZ9h-aASApuyAX0FE2aic/edit#gid=0>.
2. Send an email to the Office of the College Secretary at [jccasauay@up.edu.ph](mailto:jccasauay@up.edu.ph) requesting for online CP College Clearance by providing the following:
  - ✓ Name (Surname, Given Name, and Middle Name)
  - ✓ Student number
  - ✓ Degree Program
  - ✓ Program Adviser
  - ✓ Purpose
3. Attach your OSA and CAS clearance in your email request (for undergraduate students). No attached CAS & OSA clearances, no processing of CP College Clearance.  
*Note:*
  - i. CAS has its own clearance certificate template. Send an email to CAS-OCS at [upm-cas-ocs@up.edu.ph](mailto:upm-cas-ocs@up.edu.ph) to request for Clearance Certificate for CAS subjects
  - ii. For OSA clearance, send the CP clearance template to OSA for signing. The template is downloadable from the college website.
4. This request will take at least 3 weeks and the scanned college clearance shall be sent to the student via email by our Administrative Staff, Ms. Daisy Angeles, or can be picked up at the CP Admin Office, if hardcopy.
5. All college clearance for release shall be stamped with RSA.

#### D. University Clearance Request

1. Once you have secured your College Clearance, the CP OCS will endorse you to OUR for-university clearance processing.  
*Note: This step is applicable only for online batch / bulk processing of university clearance (minimum of 10 students) as the OUR does not process individual requests.*
2. In case the student cannot wait for the required number of students for online batch processing, he/she may personally process his/her clearance by sending the University Clearance form to each of the offices for signing. Request the University Clearance Form from OUR at [upm-our@up.edu.ph](mailto:upm-our@up.edu.ph).
3. Send a follow up email to the OUR for the status of your university clearance.

#### **E. Completion / Change of Grade**

1. Download from the college website under College Forms the Completion Form.
2. Accomplish the form.
3. Send the accomplished form for signature to the faculty in charge.
4. The faculty in charge shall indicate the final grade and sign the form and shall forward it to the Department Chair for signing.
5. Once signed by the Department Chair, the faculty in charge shall send the fully signed Completion Form to the College Secretary and SRE.
6. The College SRE shall reflect the updated grades in SAIS.
7. The College SRE shall inform the faculty in charge and the College Secretary if the grades have been updated.

#### **F. Dropping Subjects**

1. Download from the college website under College Forms the Dropping Form. Accomplish the form. Dropping CAS subjects will still use the CP Dropping Form.  
*Note:*
  - *Dropping CAS subjects will still use the CP Dropping Form.*
  - *Must file before the deadline of dropping subjects. Refer to the academic calendar posted on OUR website at <https://our.upm.edu.ph/>.*
2. To send your request, answer the UPCP OCS Transactions Online Portal google form through this link <https://forms.gle/dKx6q4bVN6LbJVJd6> and upload the fully signed form.
3. After answering the google form, request for Billing Statement from the Administrative Staff, Ms. Daisy Angeles via email at [daangeles@up.edu.ph](mailto:daangeles@up.edu.ph). The student shall receive the billing statement via email from Ms. Daisy Angeles.
4. Upon receipt of Billing Statement, pay the corresponding fees through Link.Biz Portal for online payment or pay directly at the *UPM Cash Office*.  
*Note: Link to Link.Biz portal is posted on the college website*
5. After payment, send the payment receipt to the Cashier's Office via email at [cash@post.upm.edu.ph](mailto:cash@post.upm.edu.ph) for immediate posting of payments, and cc Ms. Daisy Angeles ([daangeles@up.edu.ph](mailto:daangeles@up.edu.ph)) and College SRE Ms. Thelma Raymundo ([tcraymundo@up.edu.ph](mailto:tcraymundo@up.edu.ph)).
6. The College SRE shall reflect the changes in the SAIS account of the student accordingly.
7. The College SRE shall file all the Dropping Forms for recordkeeping and generation of dropping summary report for submission to CAS a month before the semester ends.

#### **G. Application for Leave of Absence (LOA)**

1. Write a letter addressed to the College Secretary indicating the intent of filing for LOA. Letter must be signed by the student, parent/guardian (for undergraduate students), and noted by the adviser.
2. Download from the college website under College Forms the Permit for Leave of Absence.
3. Accomplish the form.

*Note:*

- *If you are enrolled, indicate all your subjects, signed by your respective instructors with the class standing indicated. If you are not currently enrolled, write NOT ENROLLED in the space provided for the subjects.*
  - *LOA must be filed before the deadline for filing LOA. Please refer to the Academic Calendar for the deadline of application posted on OUR website at <https://our.upm.edu.ph/>.*
4. Request for College Clearance. No clearance, no processing of LOA application.
  5. Request for Billing Statement from the Administrative Staff, Ms. Daisy Angeles via email at [daangeles@up.edu.ph](mailto:daangeles@up.edu.ph). The student shall receive the billing statement via email from Ms. Daisy Angeles.
  6. Upon receipt of Billing Statement, pay the corresponding fees (Php150.00 per application) through Link.Biz Portal for online payment or pay directly at the *UPM Cash Office*.
  7. After payment, send the payment receipt to the Cashier's Office via email at [cash@post.upm.edu.ph](mailto:cash@post.upm.edu.ph) for immediate posting of payments, and cc Ms. Daisy Angeles ([daangeles@up.edu.ph](mailto:daangeles@up.edu.ph)) and College SRE Ms. Thelma Raymundo ([tcraymundo@up.edu.ph](mailto:tcraymundo@up.edu.ph)).
  8. Send the Letter of Intent, accomplished Permit LOA Form, College Clearance, and proof of payment receipt to the College Secretary ([jccasauay@up.edu.ph](mailto:jccasauay@up.edu.ph)) via email.
  9. The College Secretary shall assess the application. The approved or disapproved LOA form shall be sent to the student via email by the College Secretary.
  10. The student shall send the approved Permit for LOA to the College SRE ([tcraymundo@up.edu.ph](mailto:tcraymundo@up.edu.ph)), to his/her program adviser, and to OUR ([upm-our@up.edu.ph](mailto:upm-our@up.edu.ph))
- Note: The student shall request for readmission before he/she can re-enroll after the LOA status.*
11. The College SRE shall reflect the LOA status in the SAIS account of the student, and shall notify the student once reflected.
  12. The College SRE shall file all the approved LOA forms every end of semester for record keeping purposes.

#### **H. MRR Extension**

1. Write a request letter addressed to the Chancellor through channels. The letter must be signed by the student, parent/guardian (for undergraduate students), noted by the Adviser, and endorsed by the College Secretary.
2. Accomplish the "Request for Readmission & Extension of Residency Form" for undergraduate students, and the "Request for Extension of Maximum Residency NGOHS Form" for graduate students.
3. The request letter, the fully accomplished Request for Readmission & Extension of Residency Form, and latest study plan must be sent by the student to each of the Members of the Admissions Committee, College Secretary, and to the Dean for assessment and approval. The study plan must be noted by the adviser.
4. Only after approval of the Chancellor will the student be allowed to enroll

**I. Request for Late Enrolment and Payment**

1. Write a justification letter for the late enrolment and payment addressed to the OVCAA. The letter must be signed by the student, parent/guardian (for undergraduate students), noted by the adviser, and endorsed by the College Secretary.
2. The student shall send the fully signed justification letter to the Office of Vice Chancellor for Academic Affairs (OVCAA) at [upm-ovcaa@up.edu.ph](mailto:upm-ovcaa@up.edu.ph) for approval.
3. Once approved, request for Billing Statement from the Administrative Staff of the College by sending email to Ms. Daisy Angeles ([daangeles@up.edu.ph](mailto:daangeles@up.edu.ph)). The student shall receive the billing statement via email.
4. Upon receipt of Billing Statement, pay the tuition fees through Link.BizPortal for online payment or pay directly at the UPM Cash Office.

**J. Readmission Application from LOA Status**

1. Write a letter requesting for readmission addressed to the College Secretary. Letter must be signed by the student, parent/guardian (for undergraduates) and noted by the adviser. Attach the previously approved LOA form, proof of payment, and accomplished College Clearance.

*Note: Readmission application is being decided upon by the Committee on Scholarships and Readmission.*

2. The College Secretary shall send the signed Readmission letter with Readmission Slip to the student via email.
3. Student must present the Readmission Slip from OCS to his/her adviser during advising.  
*Note: The adviser should ask for the approved LOA form, college clearance, and proof of payment for prior to advising.*
4. The student may proceed with the remaining enrolment steps.

**K. Readmission Application from AWOL status**

1. Accomplish the LOA form for the semester you are in AWOL status.
2. Secure College Clearance.
3. Write a letter requesting for readmission addressed to the College Secretary. Letter must be signed by the student, parent/guardian (for undergraduate students) and noted by the adviser. Attach the accomplished LOA form, proof of payment, and college clearance.

*Note: Adviser must ensure that the student has no pending deficiencies before endorsing the readmission letter of the student.*

4. The College Secretary shall send the signed Readmission letter with Readmission Slip to the student via email.
5. Student must present the Readmission Slip from OCS to his/her adviser during advising.  
*Note: The adviser should ask for the approved LOA form, college clearance, and proof of payment for prior to advising.*
6. The student may proceed with the remaining enrolment steps.

**L. Application for Justification for Underloading**

1. Download from the college website under College Forms the “Application for Justification for Underloading Form”.
2. Accomplish the form.
3. Complete all the signatories.
4. The student shall send the OVCAA-approved Underloading Form to his/her adviser, the College SRE, and College Secretary for record keeping purposes.

Note:

- *Justifiable reasons for underloading: (1) for health reasons, (2) for unavailability of courses, and (3) for employment.*
- *This form is also required for students who are vying for honors. Failure to file may forfeit the conferment of Latin honors and/or academic awards.*

**M. Application for Overloading**

1. Download from the college website under College Forms the “Revised Application for Overloading (RAFO)” Form.
2. Accomplish the form.
3. Complete all the signatories.
4. If graduating, attach the Pre-enlistment/Checklist Form signed by the adviser.
5. The student shall send the approved Overloading Form to his/her adviser, the College SRE, and College Secretary for record keeping purposes.

*Note: Overloading is only allowed for students who are graduating within the academic year. Good academic standing and full load (18 units) of the previous semester are also required.*

**N. Validation of Courses**

1. Download the CP Validation Permit from the College Website.
2. Accomplish the form.
3. Send the Validation Permit to your program adviser for signing.
4. Once signed, submit the accomplished Validation Permit to the Department concerned. Attach a photocopy of True Copy of Grades from the previous school. Attach the syllabi for the courses being applied for crediting / validation.
5. The Department Chair shall indicate the result of the evaluation and sign under appropriate columns. After signing, the Department Chair shall send the fully accomplished Validation Permit to the College Secretary for signing.
6. The College Secretary shall send the fully signed Validation Form to the program adviser.
7. The Adviser shall communicate the results to his/her advisees by sending the signed Validation Form via email.
8. The College Secretary shall endorse the approved Validation Permit to College SRE and OUR.

Note:

- *Applicable for subjects taken outside the University of the Philippines Manila. Failure to validate courses within 3 semesters from the period of admission will require re-enrolment of the subject.*

- *For crediting/ validation of NSTP and Pharmacy courses, use the CP Validation Permit.*
- *For courses to be credited under College of Arts and Sciences (CAS), use the CAS Validation Permit (example: PE)*

**O. Procedure on Substitution of Subjects**

1. Download the CP Substitution Form from the College Website.
2. Accomplish the form.
3. Send the Substitution Form to your program adviser for pre-evaluation and signing.
4. Once signed, submit the accomplished Substitution Form to the Department concerned. Attach a photocopy of True Copy of Grades from the previous school. Attach the syllabi for the courses being applied for substitution/crediting.
5. The Department Chair shall indicate the result of the evaluation and sign the form under appropriate columns. After signing, the Department Chair shall send the fully accomplished Validation Permit to the College Secretary for signing.
6. The College Secretary shall send the fully signed Substitution Form to the program adviser.
7. The Adviser shall communicate the results to his/her advisees by sending the signed Substitution Form via email.
8. The College Secretary shall endorse the approved Substitution Form to the College SRE and OUR.

*Note:*

- *Applicable only for subjects taken **within** the University of the Philippines Manila. Substitution must be done within a period not exceeding 3 semesters from the period of admission.*
- *For NSTP, PE and GE and other CAS subjects taken within UP Manila, these are automatically credited. No need to file for Substitution.*

**P. OSA Counseling Request**

1. The student shall inform his/her adviser via email the request for counseling.
2. The adviser shall forward the request to the SRO and College Secretary by accomplishing the google link on student referral.

*Note:*

- ***For emergency mental health concerns, the student or adviser may directly contact the UP PGH referral at 09564720646***
  - *Kindly note the following details: NAME, AGE/SEX, CONTACT NO., ADDRESS, COLLEGE/YEAR LEVEL. Text the data to the chief resident for documentation.*
3. The SRO shall formally endorse the request of the student to OSA Guidance Office via email at [guidance.upm@up.edu.ph](mailto:guidance.upm@up.edu.ph).
  4. The OSA Counselor shall coordinate with the student and conduct an online counseling.
  5. A recommendation letter shall be sent by the OSA Counselor to the College Secretary and SRO.
  6. The College Secretary shall forward the recommendation letter to the adviser for discussion with the student.



#### Q. Procedure in Shifting /Transferring to Other University

*Note:*

- *Shifting - From CP to other degree programs within UP Manila*
- *Transferring - From CP to other schools outside UP Manila*

1. Write a letter addressed to the Dean through the College Secretary. The letter must be signed by the student and parent/guardian, and noted by the adviser.
2. Write a separate letter addressed to the OCS for the computation request of RSA monetary penalty.

*Note: For RSA concerns and queries, please coordinate with the College RSA Coordinator, Asst. Prof. Ethel Ladignon.*

3. Send to OCS via email your Notice of Admission from the school you are transferring to.
4. Secure Permit to Transfer form from the OUR. Accomplish the form.
5. Attach TCG and complete all the signatories.
6. Accomplish the College Clearance
7. Accomplish the University Clearance
8. Submit the fully signed College Clearance to College SRE via email.
9. Submit the fully signed University Clearance to OUR for issuance of honorable dismissal.

#### III. Below are the fees:

Document Requested	Fee
Certification of Candidacy for Graduation	Php 25 per copy
Certification of Enrolment	Php 25 per copy
Certification of General Weighted Average (GWA)	Php 25 per copy
Certification of Good Moral Character (GMC)	Php 25 per copy
Certification of Graduation	Php 25 per copy
Certification of Class Ranking	Php 25 per copy
Certification of Year Level	Php 25 per copy
Certificate of Units Earned	Php 25 per copy
Certificate of Non-Contract	Php 25 per copy
Certificate of Internship (for Board Exam application)	Php 25 per copy
Change of Matriculation	Php 10 per unit
Dropping of Subjects	Php 10 per unit
Leave of Absence (LOA) Application	Php 150 per application
LOA Application for AWOL	Php 225 per application
True Copy of Grades	Php 25 per copy
Form 5	Php 25 per copy
Course Description	Php 40 per page

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