

# Guidelines/Procedures for Student Document Requests and Transactions

## Effective First Semester, AY 2023-2024

### 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 Completion (formerly Cert. 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 DOST 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 and 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. Melanie Luares via email at [mcluares@up.edu.ph](mailto:mcluares@up.edu.ph).
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 together with the billing statement 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. Melanie Luares ([mcluares@up.edu.ph](mailto:mcluares@up.edu.ph)) and College SRE, Ms. Joebelle Cervantes ([jacervantes@up.edu.ph](mailto:jacervantes@up.edu.ph)).
6. The processing duration of certificates and documents listed above is 5-7 working days, upon submission of payment receipt with billing statement and acknowledgement from Ms. Melanie Luares.

All documents ready for release will be sent/informed through email. For e-copies that require a dry seal, please have your documents printed and bring it to the Admin Office for the dry seal.

*Note: Hardcopies will obtain a wet signature*

*All documents shall contain RSA remarks for students under RSA.*

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

### **A. Application for Graduation**

1. Download and fill out the Application for Graduation Form from the college website under College Forms.  
*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 form to the Program Adviser for endorsement and attested by the College Secretary. After which, submit the fully accomplished form to the College SRE for evaluation.
3. Once approved for graduation by the College Council you will be notified through email by the College SRE and you will be asked to fill out the CP Alumni Tracer Form (Alumni Directory) via <https://bit.ly/AlumniDirectoryUPCP>.
4. The College SRE shall process the filed application for graduation.

### **B. Change of Matriculation**

1. Download and fill out the Change Matriculation form from the college website under College Forms.
2. Accomplish the form, including the details of the subjects to be added/ cancelled/ changed.
3. Submit the Change Matriculation form to the College SRE with complete signatures of the Instructor and Program Adviser for assessment and appropriate action. No fee will be charged for students under Free Tuition. After which, this will be forwarded to the College Secretary for approval
4. For paying students (not under Free Tuition), request for an Order of Payment from the College SRE after assessment, should there be any additional matriculation fees. After payment, submit the Change Matriculation form to the College SRE for appropriate action and will be forwarded to the College Secretary for approval.
5. The College SRE shall file all Change of Matriculation Forms for records keeping and generation of summary report for submission to CAS a month before the semester ends.

### **C. CP College Clearance Request**

1. Download and fill out the upper portion of the College Clearance Form, together with the necessary attachments (OSA and CAS Clearance).
2. Accomplish the clearance accordingly, with the final signatories i.e. College Secretary and Dean.
3. All college clearance for release shall be stamped with RSA (for undergraduate students).

**D. University Clearance Request**

1. University Student Clearance may be downloaded from the Office of the University Registrar's website at [our.upm.edu.ph](http://our.upm.edu.ph).
2. Download and fill out the University Clearance. After which, attach your accomplished College Clearance for signature of the College Dean. (Please ensure that you have accomplished first your College Clearance before processing your University Student Clearance as this will serve as an attachment to the form.)

**E. Report of Grade for Completion/Removal**

1. Download and fill out the Completion/Removal Form from the college website under College Forms, along with the details of the subject.
2. Send the accomplished form to the faculty in charge, who will indicate the final grade and sign the form. After which, it will be forwarded to the Department Chair for signing.
3. Once signed by the Department Chair, the faculty in charge shall send the fully signed Completion Form to the College SRE and shall reflect the updated grades in SAIS.
4. A copy for the student will be given for records purposes.

**F. Permit for Removal/Completion Exam**

1. Download and fill out the Permit for Removal/Completion Exam Form from the college website under College Forms.
2. Send the accomplished form to the faculty in charge for evaluation of the needed requirements, and date of examination. After which, submit the form to the College SRE for assessment of fees and for approval of the College Secretary. (Examinations outside the removal period will incur a fee of Php 20.00 per subject).
3. Once paid, present the duly accomplished form to your instructor as examination permit.

**G. Dropping of Subjects**

1. Download the Dropping form from the college website under College Forms.  
*Note:*  
*Must file before the deadline of dropping subjects. Refer to the academic calendar posted on OUR website at <https://our.upm.edu.ph/>.*
2. Fill out the Dropping form, with the details and reason/s of the subject to be dropped.
3. The program adviser should sign the dropping form, with indication from the Faculty in charge of the student's class standing, and approval from the College Secretary.
4. Submit your dropping form to the College SRE and request for an Order of Payment for the dropping fee.
5. After payment, submit the approved Dropping form to the College SRE for appropriate action.
6. The faculty in charge/instructor shall be the one to encode the grade of DRP 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.

#### H. 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 and fill out the Application for Leave of Absence from the college website under College Forms.  
*Note:*
  - a. If you are enrolled, indicate all your subjects, duly 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.
  - b. 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/>.
3. Process your College Clearance (pls. refer to II.C process) as the required attachment. No clearance, no processing of LOA application. For extension of LOA, no need to file for College Clearance and proceed to Step 4.
4. Request for an Order of Payment from the Admin Staff, and pay the corresponding fee (Php 150.00 per application)
5. Send the Letter of Intent, accomplished Permit LOA Form, College Clearance, and proof of payment receipt to the College Secretary for assessment and will be returned to the student if approved or disapproved.
6. The student shall submit the approved Permit for LOA to the College SRE, to his/her program adviser, and to OUR.  
*Note: The student shall request for readmission before he/she can re-enroll after the LOA status.*
7. The College SRE shall file all the approved LOA forms every end of semester for records keeping purposes.

#### I. MRR Extension for Undergraduate Students

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. Download and fill out the "Request for Readmission & Extension of Residency Form" for undergraduate 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. Provide a copy to the College SRE for term activation. Only after approval of the Chancellor will the student be allowed to enroll.

#### J. MRR Extension for Graduate Students

1. Download and fill out the "NGOHS Request for MRR Extension Form" together with the MRR Monitoring Checklist.
2. Furnish all the necessary documents required before filing the request for extension, to be sent by the student to his/her Program Adviser for assessment, and for signature of the Program Committee Chair, to be endorsed by the

- College Secretary and the Dean.
3. Once endorsed by the Dean, students must email the duly accomplished form to the Admin Office % Ms. Mel Luares at [mcluares@up.edu.ph](mailto:mcluares@up.edu.ph) for appropriate bar coding before forwarding to appropriate offices. Please take note of the following dates for MRR submission:
    - a First Semester - 2nd Friday of June
    - b Second Semester - 2nd Friday of November
    - c Midyear/Summer - 2nd Friday of April
  4. Provide a copy to the College SRE for term activation. Only after approval of the Chancellor will the student be allowed to enroll.

**K. Request for Late Enrollment 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, endorsed by the College Secretary or Dean, and must be recommended by the University Registrar.
2. The student must email the fully signed justification letter to the Admin Office % Ms. Mel Luares at [mcluares@up.edu.ph](mailto:mcluares@up.edu.ph) for appropriate bar coding before forwarding the document to the Office of the Vice Chancellor for Academic Affairs for approval.
3. Once approved, request for Billing Statement from the Administrative Staff of the College by sending email to Ms. Melanie Luares.
4. Upon receipt of Billing Statement, pay the tuition fees through Link.BizPortal for online payment or pay directly at the UPM Cash Office.

*For requests for late payment only, the College Secretary/Dean's endorsement to the VCAA would suffice. There is no need to secure the University Registrar's Recommendation.*

**L. 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 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.
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 and college clearance prior to advising.*
4. Prove a copy to the College SRE for term activation. After which, the student may proceed with the remaining enrollment steps.

**M. Readmission Application form AWOL Status**

1. Accomplish the LOA form for the semester you are in AWOL status.
2. Secure College Clearance indicating AWOL as purpose.
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.

4. An AWOL fee of Php 225 will be billed to the student and should be requested an Order of Payment from the Admin Office.
5. Once paid, attach the accomplished LOA form, proof of payment, and college clearance before submitting to the College Secretary for approval.  
*Note: Adviser must ensure that the student has no pending deficiencies before endorsing the readmission letter of the student.*
6. The College Secretary shall send the signed Readmission letter with Readmission Slip to the student.
7. Students 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 prior to advising.*
8. Provide a copy to the College SRE for term activation. After which, the student may proceed with the remaining enrollment steps.

#### **N. Application for Underloading/Overloading**

1. Download and fill out the Application to Overload/Underload from the college website under College Forms.
2. Complete all the signatories, following the numeric sequence: Program Adviser, Department Chair/Program Coordinator, College Secretary, and Dean.
3. The student shall send the approved Underloading/Overloading Form to his/her adviser, the College SRE, and College Secretary for records keeping purposes.

*Justifiable reasons for underloading:*

- (1) *For health reasons – medical certificate validated by the Health Service*
- (2) *For unavailability of courses – certification from the adviser and copy of schedule of classes*
- (3) *For employment – copy of payroll and appointment papers*
- (4) *For no more courses to take based on the curriculum – certification from the adviser that there are no more courses to take*

*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.*

#### **O. Validation of Courses**

1. Download and accomplish the Validation Permit from the College Website under college forms.
2. Send the Validation Permit to your program adviser for signing.
3. Once signed, submit the accomplished Validation Permit to the Department concerned. Attach a photocopy of Transcript of Records (TOR) from the previous school and syllabi for the courses being applied for crediting / validation.
4. 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.
5. The College Secretary shall send the fully signed Validation Form to the program adviser.
6. The Adviser shall communicate the results to his/her advisees by sending the signed Validation Form via email.

7. 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-enrollment of the subject.*

**P. Substitution of Courses**

1. Download and accomplish the Substitution of Courses Form from the college website under College Forms.
2. Send the Substitution Form to the Program Adviser and Chair of the Student's Home Department for pre-evaluation and recommending approval/disapproval.
3. Once signed, submit the accomplished Substitution Form to the Chair of the Department offering the course and attach the syllabi for the courses being applied for substitution/crediting.
4. The faculty in charge shall indicate the result of the evaluation and sign the form under appropriate columns. After which, the fully accomplished Substitution Form shall be submitted to the College Secretary for approval.
5. The College Secretary shall send the fully signed Substitution Form to the program adviser.
6. The Adviser shall communicate the results to his/her advisees by sending the signed Substitution Form via email.
7. 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.*

**Q. 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:

  - a **For emergency mental health concerns**, the student or adviser may directly contact the UP PGH referral at **09564720646**
  - b *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.

## R. Shifting/Transferring to Other University

*Note:*

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

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

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

3. Process and submit your duly accomplished CU Clearance, College and University Clearance, and present your Notice of Admission to OCS for issuance of Permit to Transfer (transferring to other CUs only).

## 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 Completion	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 (AWOL Fee)	Php 225 per application
True Copy of Grades	Php 25 per copy
Form 5	Php 25 per copy
Course Description	Php 40 per page

*updated/Sept2023*