



**PHILIPPINE NORMAL UNIVERSITY  
VISAYAS**

The National Center for Teacher Education  
Cadiz City, Negros Occidental

# CITIZEN'S CHARTER OFFICE OF THE REGISTRAR



## **PNU Vision**

PNU shall become an internationally recognized and nationally responsive teacher education university. As the established producer of knowledge workers in the field of education, it shall be the primary source of high quality teachers and education managers who can directly inspire and shape the quality of Filipino students and graduates in the country and the world.

## **PNU Visayas Vision**

PNU Visayas shall become an internationally recognized and nationally responsive teacher education university specializing in environment and green technology education.

## **PNU Mission**

PNU is dedicated to nurturing innovative teachers and education leaders.

## **Goals**

In pursuit of its vision, the PNU Visayas Campus shall:

1. Offer quality and relevant pre-service, in service, graduate and continuing education programs with emphasis on environment and green technology education;
2. Undertake research-based teacher-training programs, extension services and establish linkages with other institutions locally and globally;
3. Conduct quantitative and qualitative researches aimed at improving basic teacher curricula;
4. Produce effective, efficient and empowered teachers who will implement innovations in the delivery of relevant, functional and quality basic education; and
5. Establish and maintain an environment management system that integrates sustainability practices.



**Service:** **ENROLMENT OF UNDERGRADUATE FRESHMEN**  
**Schedule of Availability:** As scheduled in the University Calendar, 8:00 am - 5:00 pm  
**Clients for the Service:** Incoming Freshmen  
**Key Person/s:** Registrar's Office Staff  
**Requirements:** Notice/Certificate of Admission (C.A.), Official Receipt (O.R.) of Payment

(\*Note: Entrance Data Requirements to be forwarded by the OSS)

**Entrance Data Requirements:** Form 137, Good Moral, Admission, Medical Certificates Folder, and 1 pc. 2x2 picture  
 For transferees: Honorable Dismissal, Transcript of Records and other requirements

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person in-Charge *On Rotation Basis	Fees	Form/ Document/s of Applicant
1	Presents the O.R. for payment made	Checks the O.R. and gets the C.A.	1 min	Registrar's Staff	None	O.R. & C.A.
2	Gets the Registration Form (RF) and O.R.	Prints and Issues R.F. and stamps Student's Copy with "Registered" and retains the Clearance	3 min.	Registrar's Office Staff	None	R.F.
<b>END OF TRANSACTION      Total No. of Minutes: 4</b>						

**Service:** **ENROLMENT OF UNDERGRADUATE REGULAR STUDENTS**  
**Schedule of Availability:** As scheduled in the University Calendar, 8:00 am - 5:00 pm  
**Key Person/s:** Registrar's Office Staff  
**Clients for the Service:** Undergraduate Regular Students  
**Requirements:** Clearance, O.R. for Payment made

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person in-Charge *On Rotation Basis	Fees	Form/ Document/s of Applicant
1	Presents O.R. and Clearance	Checks O.R. and Clearance	1 min.	Registrar's Staff	none	O.R., Clearance
2	Gets R.F.	Issues R.F. and stamps Student's Copy with "Registered", retain Clearance	3 min.	Registrar's Staff	None	R.F. & O.R.
<b>END OF TRANSACTION      Total No. of Minutes: 4</b>						



**Service:** **ENROLMENT OF UNDERGRADUATE IRREGULAR AND READMITTED STUDENTS**

**Schedule of Availability:** As scheduled in the University Calendar, 8:00 am - 5:00 pm

**Key Person/s:** Registrar/ Registrar's Staff

**Clients for the Service:** Undergraduate Irregular and Readmitted Students

**Requirements:** Clearance, O.R, for Payment,  
Certificate of Readmission (for readmitted students)

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person in-Charge *On Rotation Basis	Fees	Form/ Document/s of Applicant
1	Sees the Registrar for evaluation of scholastic record. Readmitted Student present Certificate of Readmission	Evaluates student's records/file. Enlistment of subjects to be enrolled	5 - 8 min.	Registrar	None	Evaluation Sheet
2	Presents Clearance and O.R.	Gets the Clearance. Checks the O.R. Certificate of Re-admission, issues Registration Form and stamps Student's Copy with "Registered"	3 min.	Registrar's Office Staff	None	R.F. & O.R.
<b>END OF TRANSACTION</b>			<b>Total No. of Minutes: 11</b>			

**Service:** **ENROLMENT OF CTP/POST-BACCALAUREATE AND GRADUATE (MASTER'S/DOCTORATE) PROGRAMS**

**Schedule of Availability:** As scheduled in the University Calendar, 8:00 am - 5:00 pm

**Key Person/s:** Registrar's Office Personnel

**Clients for the Service:** CTP/Post Baccalaureate and Graduate Students

**Requirements**  
For Old/Continuing Students: Clearance and O.R. for Payment  
For New Students: Certificate of Admission, Honorable Dismissal, Transcript of Records, 1 pc. 2x2 Picture, 1 pc. Folder, Evaluation by the Asso. Dean of FGSTER

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person in-Charge *On Rotation Basis	Fees	Form/ Document/s of Applicant
1	Evaluation of records by the Associate Dean and for advising .	<b>Office of the Graduate School:</b> Advice and approves courses to be taken	5 min.	Associate Dean (Graduate School)	None	List of subjects to be enrolled



2	Presents list of subjects to be taken	Enlistment of subjects	5 min.	Registrar's Office Staff	None	
3	Pays tuition and miscellaneous fees at the Cashier's Office	<b>Cashier</b>				
4	Presents O.R and clearance. Gets Registration Form from the Registrar's Office.	Gets O.R. and clearance. Prints and Issues R.F.	2 min.	Registrar's Office Staff	None	Registration Form
<b>END OF TRANSACTION      Total No. of Minutes: 12</b>						

**Service:**

**Schedule of Availability:**

**Key Person/s:**

**Clients for the Service:**

**Requirements:**

**FILING OF APPLICATION FOR REQUESTED DOCUMENTS**

Monday to Friday, 8:00 am - 5:00 pm

Registrar's Office Staff

Interested Applicants

Accomplished Application Form;

Clearance/ General Clearance (for new graduates)

Receipt of Payment for Document/s, Documentary Stamp/s

Applicants may apply for the following documents:

1. Transcript of Records: Graduate (G); CTP/Post-Baccalaureate; Undergraduate (UG)
2. Honorable Dismissal/Transfer Credential (with TOR)
3. Certification: Completion of Academic Requirements (CAR); Detailed Description of Courses; English as the Medium of Instruction; Enrolment; Exemption from Special Order of Graduation (S.O.); General Weighted Average (GWA); Grades; Graduation; Units Earned, etc.
4. CAV (Certification, Authentication, and Verification of Documents)
5. Diploma Duplicate
6. Authenticated Documents/s (TOR, Diploma, Cert.)
7. Checklist of Courses (Undergraduate Level)
8. Completion of Grades Form, Change and Dropping Form
9. Permit to Study
10. Form 137 (CTL)
11. Withdrawal from Courses, Changing of courses, Adding/changing of subjects



## Requirements:

### For Duplicate Diploma:

- ◆ Notarized Affidavit of Loss
- ◆ Documentary Stamp (for Diploma)
- ◆ O.R. for Payment

### For CAV (Certification, Authentication and Verification of Documents)

- Original (to be returned) and Photocopy of Documents (for authentication)
- Documentary Stamp (for Certificate)
- O.R. for Payment

## Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person in-Charge *On Rotation Basis	Fees	Form/ Document/s of Applicant
1	Secures and fill outs application form for document/s	Issues Application Form for Document/s Checks/examines filled-up Application Form Checks records/file if available and for verification	2 min.	Registrar's Office Staff	None	Application for Document/s
2	Pays corresponding fees at the Cashier's Office and secure clearance		3 min.	Cashier		
3	Files the Application Form at the Office of the Registrar and gets Claim Stub	Checks entries in the Application Form, making sure that the O.R. and the Clearance Form duly signed by all authorities concerned are attached and that documentary stamps are provided. Gives schedule of release of document	3 min.	Registrar's Office Staff	None	Application for Document/s with Clearance Form and O.R. Claim Stub
END OF TRANSACTION			Total No. of Minutes: 8			



**Service:****PROCESSING AND RELEASING OF  
DOCUMENT/S APPLIED FOR****Schedule of Availability:**

Monday to Friday - 8:00 am – 5:00 pm

**Key Person/s:**

Registrar's Office Staff

**Clients for the Service:**

Graduate and Undergraduate Students, Alumni, Schools,  
Companies, Foreign and Local Evaluators who filed  
Application for Document/s

**Procedures to avail of the service**

Step	Applicant /Client	Service Provider	Duration	Person In-Charge *On rotation basis	Fees	Form/ Document/s of Applicant
1	Processing of document/s applied for	Document/s applied for are processed immediately. After filing of application, subject to retrieval of individual record envelopes		Registrar's Office Staff		
2	Present Claim Stub at the Office of the Registrar on the scheduled date of release	Releases the document/s being requested Asks the applicant to sign in the Logbook	3 min.	Registrar's Office Staff	None	Claim Stub, Document/s applied for, Doc. Stamp
<b>END OF TRANSACTION</b>			<b>Total No. of Minutes: 3</b>			

<b>SCHEDULE OF RELEASE</b>	
<b>Documents</b>	<b>Duration of Processing</b>
Undergraduate Transcript of Records MIS (Available on Database, Year 2010 onward) - Old (for re-encoding and rechecking)	2 - 3 working days (for reissuance)* 3 - 5 working days (for first request)* 3 - 5 working days*
Graduate Transcript of Records	2 - 5 working days*
CTP Transcript of Records	2 - 3 working days
Honorable Dismissal/Transfer Credential with TOR	2 - 5 working days*
Duplicate Diploma	3 - 5 working days
Certification	Within the day - 1 working day*
Detailed Description of courses	1 - 2 working days*
Permit to Study	3 minutes*
Certification and Verification	Within the day – 1 working day
Authentication	5 minutes*



## **Objectives**

The Bachelor in Elementary/Secondary Education Program aims to:

1. Produce academically comprehend, morally responsive, culturally committed, technologically skilled, environmentally responsive and globally competitive elementary/secondary teachers imbued with a strong sense of patriotism and nationalism;
2. Promote among elementary/secondary pre-service teachers commitment to their obligations and professional growth and assist them to grow into responsible, critical, and creative individuals;
3. Establish among elementary/secondary pre-service teachers a research culture that could address crucial educational and environmental issues and concerns that will form bases for curricular reforms towards quality instruction and capability building;
4. Develop among elementary/secondary pre-service teachers a strong sense of community involvement in collaboration with government and non-government institutions; and
5. Develop among elementary/secondary pre-service teachers capability in producing instructional materials.

## **The Ten Strategic Directions**

1. Shared Vision of Excellence
2. Quality Assurance
3. Systems-Based Solutions
4. Branding
5. Internationalization
6. Collaboration and Partnership
7. Product and Service Development
8. Responsiveness to Stakeholders
9. Sustainability
10. Human Capital Management

