

OFFICE OF COUNSELING AND GUIDANCE (OCG)

Room 310, Vinzons Hall
UP Diliman, Quezon City

CITIZEN'S CHARTER

For All OCG Services

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM/S	FEES
1	Fill out the Basic Information Sheet (BIS), OCG Form & Registry Log Book.		10 minutes		OCG Form and BIS	None
2		Assign client to Guidance Services Specialist (GSS) with accomplished forms.		GSS		None

I. Counseling

Note: Follow next steps depending on the kind of service.

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM/S	FEES
1		Counseling Session	Depends on the concern	GSS		
2		Prepare and keep counseling records		GSS		

II. Intake Interview

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM/S	FEES
1		Interview the client.	Depends on the concern	GSS		
2		Keep record of intake interview.		GSS		

III. READMISSION/NON-MAJOR/SHIFTING

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM/S	FEES
1	Present the Form for Readmission/Referral issued by the College & submit photocopy of the following: <i>Form, Letter of Appeal & Copy of Grades</i>	Accomplished forms and supporting documents are submitted to the GSS .	Response Time	Frontline Staff		None
2		Interview/counsel the client and sign the Readmission Form	Depends on the Concern	GSS		
3	If necessary, take the career assessment .	Administer the test to the client.	2 - 3 hours	GSS	Testing Form	
4	Come back for test interpretation after three (3) working days	Prepare Test/Evaluation Report of the client (if needed by the College)		GSS		

IV. ASSESSMENT

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM/S	FEES
1		Interview the client	Depends on the concern	GSS		
2		Administer the test to the client.	2 - 3 hours	GSS	Testing Form	None
3		Prepare Test/Evaluation Report of the client (upon request)		GSS		

V. CERTIFICATE OF GOOD MORAL CHARACTER

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM/S	FEE/S
1	Submits the following supporting documents: 1) Proof of Graduation 2) Clearance of "No Pending Case" from the Student Disciplinary Council at Room 201, Vinzons Hall	Interview the client	10 – 15 minutes	GSS		
2		Encode the Certificate of Good Moral Character		Ruselle I. Cudiamat / Josephine Mente		
3		Release the Certificate of Good Moral Character		Frontline Staff		