

DEPARTMENT OF EDUCATION

CITIZEN'S CHARTER

2026 (2nd Edition)

I. Brief History of the Philippine Education System

Education in the Philippines has undergone several stages of development from the pre-Spanish times to the present. In meeting the needs of society, education serves as a focal point of the leadership's priorities at certain periods/epochs in our national journey as a race.

Table 1. Evolution of the Official Name of Department of Education and Its Titular Head

Year	Official Name of Department	Office Titular Head	Legal Bases
1898	Department of Secretaryship of Police and Internal Peace and Order, Justice, Education and Hygiene	Department Secretary	Decree of June 23, 1898 of President Emilio Aguinaldo
1901 – 1916	Department of Public Instruction	General Superintendent	Act. No. 74 of the Philippine Commission, Jan. 21, 1901
1916 – 1942	Department of Public Instruction	Secretary	Organic Act Law of 1916 (Jones Law)
1942 – 1944	Department of Education, Health and Public Welfare	Commissioner	Renamed by the Japanese Executive Commission, June 11, 1942
1944	Department of Education, Health and Public Welfare	Minister	Renamed by the Japanese-Sponsored Philippine Republic
1944	Department of Public Instruction	Secretary	Renamed by Japanese-Sponsored Philippine Republic
1945 – 1946	Department of Public Instruction and Information	Secretary	Renamed by the Commonwealth Government
1946 – 1947	Department of Instruction	Secretary	Renamed by the Commonwealth Government
1947 – 1975	Department of Education	Secretary	E.O. No. 94 October 1947 (Reorganization Act of 1947)
1975 – 1978	Department of Education and Culture	Secretary	Proc. No. 1081, September 24, 1972
1978 – 1984	Ministry of Education and Culture	Minister	P.D. No. 1397, June 2, 1978
1984 – 1986	Ministry of Education, Culture and Sports	Minister	Education Act of 1982
1987 – 1994	Department of Education, Culture and Sports	Secretary	E.O. No. 117. January 30, 1987
1994 –	Department of	Secretary	RA 7722 and RA 7796,

2001	Education, Culture and Sports		1994 Trifocalization of Education Management
2001 – Present	Department of Education	Secretary	RA 9155, August 2001 (Governance of Basic Education Act)

In 1947, by virtue of Executive Order No. 94, the Department of Instruction was changed to the Department of Education. During this period, the regulation and supervision of public and private schools belonged to the Bureau of Public and Private Schools.

In 1972, it became the Department of Education and Culture by virtue of Proclamation 1081 and the Ministry of Education and Culture in 1978 by virtue of P.D. No. 1397. Thirteen regional offices were created, and major organizational changes were implemented in the educational system.

The Education Act of 1982 created the Ministry of Education, Culture and Sports which later became the Department of Education, Culture and Sports in 1987 by virtue of Executive Order No. 117. The structure of DECS as embodied in EO No. 117 has practically remained unchanged until 1994 when the Commission on Higher Education (CHED), and 1995 when the Technical Education and Skills Development Authority (TESDA) were established to supervise tertiary degree programs and non-degree technical-vocational programs, respectively.

The Congressional Commission on Education (EDCOM) report provided the impetus for Congress to pass RA 7722 and RA 7796 in 1994 creating the Commission on Higher Education (CHED) and the Technical Education and Skills Development Authority (TESDA), respectively.

The trifocal education system refocused DECS' mandate to basic education which covers elementary, secondary and non-formal education, including culture and sports. TESDA now administers the post-secondary, middle-level manpower training and development while CHED is responsible for higher education.

In August 2001, Republic Act 9155, otherwise called the Governance of Basic Education Act, was passed transforming the name of the Department of Education, Culture and Sports (DECS) to the Department of Education (DepEd) and redefining the role of field offices (regional offices, division offices, district offices and schools). RA 9155 provides the overall framework for (i) school head empowerment by strengthening their leadership roles and (ii) school- based management within the context of transparency and local accountability. The goal of basic education is to provide the school age population and young adults with skills, knowledge, and values to become caring, self-reliant, productive and patriotic citizens.

II. Mandate

The Department of Education was established through the Education Decree of 1863 as the Superior Commission of Primary Instruction under a Chairman. The Education agency underwent many reorganization efforts in the 20th century to better define its purpose vis-à-vis the changing administrations and charters. The present-day Department of Education's mandate was established through Republic Act 9155, otherwise known as the Governance of Basic Education Act of 2001.

The RA substantially provides that the Department of Education (DepEd) formulates, implements, and coordinates policies, plans, programs, and projects in the areas of formal and non-formal basic education. It supervises all elementary and secondary education institutions, including alternative learning systems, both public and private; and provides for the establishment and maintenance of a complete, adequate, and integrated system of basic education relevant to the goals of national development.

III. Vision

We dream of Filipinos who passionately love their country and whose values and competencies enable them to realize their full potential and contribute meaningfully to nation building.

As a learner-centered public institution, the Department of Education continuously improves itself to better serve its stakeholders.

IV. Mission

To protect and promote the right of every Filipino to quality, equitable, culture-based, and complete basic education, where:

a. Students learn in a child-friendly, gender-sensitive, safe, and motivating environment. Teachers facilitate learning and constantly nurture every learner.
b. Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen.
c. Family, community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

V. Service Pledge

The Department of Education is committed to providing learners with quality basic education that is accessible, inclusive, and liberating through:

- Proactive leadership
- Shared governance
- Evidence-based policies, standards, and programs

- A responsive and relevant curriculum
- Highly competent and committed officials, and teaching and non-teaching personnel
- An enabling learning environment

The Department upholds the highest standards of conduct and performance to fulfill stakeholders' needs and expectations by adhering to constitutional mandates, statutory, and regulatory requirements, and sustains client satisfaction.

SCHOOLS

EXTERNAL SERVICES

1. Acceptance of Employment Application for Teacher I Position – Online

In line with DepEd Order No. 7, s. 2023 entitled "*Guidelines on Recruitment, Selection and Appointment in the Department of Education",* schools have provided teacher-applicants an online option where complete application requirements may be submitted, for onward submission to the Schools Division Office for evaluation and assessment. This is only for the acceptance of employment applications for Teacher I positions online.

This service charter outlines the steps in the acceptance of employment applications for Teacher I positions through online means.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	Teacher-applicant

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Teacher-applicants are requested to scan original or certified true copy (one copy only) of each requirement and upload to the preferred School website	
Letter of Intent addressed to the Head of School	Client
Duly accomplished Personal Data Sheet (CS Form No. 212 Revised 2025) with Work Experience Sheet	Civil Service Commission
Valid and updated PRC License	Philippine Regulatory Commission
Certificate of Eligibility/Report of Rating, if applicable	Philippine Regulatory Commission
Scholastic/ academic records such as, but not limited to, Transcript of records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees with CAV, if applicable	Last school attended
Certificate of training/s, if applicable	Training provider/s
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable	Previous/Current Employer
Proof of Residency (e.g. Voter's ID)	COMELEC/Barangay
Latest Appointment, if applicable	Previous/Current Employer
Performance Rating in the last rating period (s) covering one (1) year performance in the current / latest position prior to the deadline of submission, if applicable;	Previous/Current employer
Checklist of Requirements and Omnibus Sworn Statement and the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012), notarized by authorized Official; and Other documents as may be required by the HRMPSB for Comparative Assessment which includes, but not limited to:	Annex C of DepEd Order No. 7, s. 2023 p.100

i. Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment; and ii. Photocopy of the Performance Rating obtained from the relevant work experience, if Performance Rating in Item 20(i) is not relevant to the position to be filled, if applicable.				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the complete requirements provided by the School	1.1 Acknowledge receipt of email and download submitted documents	None	15 minutes	Administrative Officer II
	1.2 Check documents for completeness, accuracy, veracity and authenticity and fill out checklist	None	1 hour	School Screening Committee
	1.3 Print checklist of requirements	None	10 minutes	School Screening Committee
	1.4 Sign the checklist of requirements	None	1 hour	School Head
	1.5 Inform applicants of next steps via email.*	None	10 minutes	School Screening Committee
	TOTAL:	**None**	**2 hours, 35 minutes**	

Note: The documents will be forwarded to the Division Sub-Selection Committee in School for the initial evaluation of the applicant's qualifications

2. Acceptance of Employment Application for Teacher I Position – Walk-in

In line with DepEd Order No. 7, s. 2023 entitled *"Guidelines on Recruitment, Selection and Appointment in the Department of Education"*, schools have provided teacher-applicants an avenue to submit their complete application requirements to the school, for onward submission to the District/Schools Division Office for evaluation and assessment. This is only for the acceptance of employment applications for Teacher I positions for walk-in.

This service charter outlines the steps in the acceptance of employment applications for Teacher I positions through walk-in.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)

Who may avail:	Teacher-applicant
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Teacher-applicants are requested to bring one (1) original/certified true copy and one (1) photocopy of each requirement.	
Letter of Intent addressed to the Head of School	Client
Duly accomplished Personal Data Sheet (CS Form No. 212 Revised 2025) with Work Experience Sheet	Civil Service Commission
Valid and updated PRC License	Philippine Regulatory Commission
Certificate of Eligibility/Report of Rating, if applicable	Philippine Regulatory Commission
Scholastic/ academic records such as, but not limited to, Transcript of records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if applicable	Last school attended
Certificate of training/s, if applicable	Training provider/s
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable	Previous/Current Employer
Latest Appointment, if applicable	Previous/Current Employer
Performance Rating in the last rating period (s) covering one (1) year performance in the current / latest position prior to the deadline of submission, if applicable;	Previous/Current employer
Checklist of Requirements and Omnibus Sworn Statement and the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012), notarized by authorized Official; and Other documents as may be required by the HRMPSB for Comparative Assessment which includes, but not limited to: iii. Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment; and iv. Photocopy of the Performance Rating obtained from the relevant work experience, if Performance Rating in Item 20(i) is not relevant to the position to be filled, if applicable.	Annex C of DepEd Order No. 7, s. 2023 p.100
For authorized representative	
Authorization Letter – One (1) Original Copy	Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***requesting person***, which may include, but is not limited to, the following:	Client

• Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID	
Identification Card - One (1) photocopy of any government-issued valid ID of the ***authorized person***, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID	Authorized Representative of the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Receive documents and stamp "RECEIVED" and provide receiving copy	None	5 minutes	Administrative Aide / Administrative Officer II/ School Head
	1.2 Check documents for completeness, accuracy, veracity and authenticity and fill out checklist of requirements *Note: In case of lacking documents, inform applicants of the lacking documents needed, and to submit before the deadline.*	None	30 minutes	Administrative Officer II/ School Head
	1.3 Forward the documents with the checklist of requirements to the School Head for signature	None	10 minutes	Administrative Officer II
	1.4 Sign the checklist of requirements	None	30 minutes	School Head
	1.5 Inform applicant of next steps*	None	5 minutes	Administrative Officer II/School Head
	TOTAL:	**None**	**1 hour, 20 minutes**	

**Note: The documents will be forwarded to the Division Sub-Selection Committee in School for the initial evaluation of the applicant's qualifications.*

3. Administration of the Philippine Early Childhood and Development (ECD) Checklist

This service charter details the process of administering the Philippine Early Childhood and Development (ECD) Checklist to children who will turn five (5) years old from November 1st to December 31st who did not complete an Early Childhood Care and Development (ECCD) program for one (1) year for the purpose of being eligible to enroll into Kindergarten in alignment with the provision of DepEd Order No. 15, s. 2025.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Children (or parents of children) who will turn five (5) years old from November 1st to December 31st within the school year, intending to enroll in kindergarten, who did not complete an Early Childhood Care and Development (ECCD) program for one (1) year

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • Certificate of Live Birth (Local Civil Registry – One (1) original copy and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents, and Affidavit of Undertaking to be executed by parents (1 original copy, 1 photocopy) - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1 Receive the documents and verify if the child will turn five (5) years old from November 1st to December 31st within the same school year	None	5 minutes	Kindergarten Teacher

	1.2 Inform the parent on taking the ECD Checklist *Note: If the child is present, the ECD Checklist must be undertaken. If the child is not present, schedule the administration of the ECD Checklist.*	None	5 minutes	Kindergarten Teacher
2. Take the ECD Checklist	2.1 Administer the ECD Checklist to the child	None	3 hours	Kindergarten Teacher
	2.2 Release the results of the ECD Checklist	None	20 minutes	Kindergarten Teacher
3. Accept the ECD Checklist results and proceed to enrollment.	3.1 Assist the Client in starting the enrollment process*	None	5 minutes	Kindergarten Teacher
	TOTAL:	**None**	**3 hours, 35 minutes**	

Note: Refer to the service charter on "Enrollment"

4. Borrowing of Learning Materials from the School Library / Learning Resource Center

The School Library / Learning Resource Center (LRC) provides learners and faculty with access to a wide range of print and non-print materials that support classroom instruction, independent study, and academic enrichment. The borrowing service allows users to temporarily take out learning resources for use inside or outside the school premises, following established policies to ensure responsible and equitable access.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Learners, Parents, Guardians, Teachers, and Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Library Card – One (1) original copy	School Library
Valid Identification Card, which may include, but is not limited to, the following: • Student ID • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID	Client

• Philippine Postal ID				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1, Log-in to the logbook	1.1 Check entries in the logbook for completeness	None	2 minutes	Librarian / Designated School Librarian
2. Fill-out Library Card and present it to the Librarian	2.1 Receive and check the Library Card	None	3 minutes	Librarian / Designated School Librarian
	2.2 Check card catalogue for the requested Learning Material	None	7 minutes	Librarian / Designated School Librarian
	2.3 Provide Client with the Borrower's Card	None	2 minutes	Librarian / Designated School Librarian
3. Fill-out Borrower's Card	3.1 Check Borrower's Card and clip it with the Library Card, then issue the Learning Material	None	3 minutes	Librarian / Designated School Librarian
	3.2 Provide Client with reminders on the rules on the use/return of the Learning Material	None	3 minutes	Librarian / Designated School Librarian
	TOTAL:	**None**	**20 minutes**	

5. Distribution and Usage of Printed Self-Learning Modules in Distance Learning Modality

In line with DepEd Order No. 22, s. 2024 as well as to ensure learning continuity during class suspensions and in situations wherein online learning is not possible, schools shall adapt modular distance learning modality. Parents, guardians, and learners are oriented on how learning at home will be facilitated through self-learning modules (SLMs). Upon receipt of the modules from the Central/Regional/Division office, schools shall immediately distribute them to learners to ensure the timely utilization of SLMs during class suspensions.

This service charter outlines the procedures from the distribution of the SLMs to segregation of returned SLMs.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Students/Learners/Parents of Students/Learners
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/ guardian report to the designated area of modules distribution	1.1 Record the name of the Learner in the attendance logbook and ensure that the parents/authorized representative affix their signature	None	7 minutes	Class Adviser / Teacher-in-Charge
	1.2 Release the modules to the client and provide necessary reminders (e.g. schedule of return/submit SLM)	None	15 minutes	Class Adviser / Teacher-in-Charge
2. Return the completed SLMs on the scheduled date	2.1 Receive the completed SLMs and verify their completeness using the module monitoring checklist	None	10 minutes	Class Adviser / Teacher-in-Charge
	2.2 Record the name of the Learner in the attendance logbook and ensure that the parents/authorized representative affix their signature	None	7 minutes	Class Adviser / Teacher-in-Charge
3. Segregate the submitted SLMs and answer sheets	3.1 Assist in placing received SLMs and answer sheets in designated boxes and release them to the assigned teacher	None	5 minutes	Class Adviser / Teacher-in-Charge
	TOTAL:	**None**	**44 minutes**	

6. Enrollment – Online

In line with DepEd Order No. 17, s. 2025, and to ensure timely enrollment of learners, schools are encouraged to offer online enrollment modalities. This can be facilitated by filling-out digital forms and submitting requirements through the official email address of the school or any available online platforms provided authorized by the school.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Learners/ Parents/ Guardians

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Basic Education Enrollment Form (BEEF) – One (1) scanned copy (digital copy)	Downloadable from DepEd Order No. 17, s. 2025
Confirmation Slip – One (1) scanned copy (digital copy)	School
For students from private school with remaining balance	
Notarized Affidavit of Undertakings (for the temporary enrollment of transferring learners/students unable to provide proof of grade level due to having a remaining balance in a private school) – One (1) original copy	Client
Kindergarten Kindergarten Eligibility Standards from DepEd Order No. 15, s. 2025: • Children aged five (5) years old by October 31st of the school year they enrolled in; or • Children who will turn five (5) years old from November 1st to December 31st provided that they have completed an Early Childhood Care and Development (ECCD) program for one (1) year; or • Children who will turn five (5) years old from November 1st to December 31st provided they undergo and meet the standards in the Philippine Early Childhood and Development Checklist (ECD) administered by the kindergarten teachers of the receiving school during the enrollment period until the first week of classes	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy	Client

• Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
In addition to the PSA Birth Certificate, children deemed eligible by having completed an Early Childhood Care and Development (ECCD) program for one (1) year: • Certificate of Completion/Attendance - One (1) original copy	Public or private Child Development Centers (CDCs)/Learning Centers (LCs) that are granted with permit or recognition
In addition to the PSA Birth Certificate, children deemed eligible by undergoing and meeting the standards in the Philippine Early Childhood and Development Checklist (ECD): • ECD Checklist – One (1) original copy	School
Grade 1 Grade 1 Eligibility Standards from DepEd Order No. 17, s. 2025: • Students who have completed or are candidates for completion in the Kindergarten Program in DepEd-authorized schools and center; or • Students who have completed or are candidates for completion in any form of Kindergarten Program in schools without a government permit or recognition (i.e., Home)	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy	Client

• Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
Kindergarten Certificate of Completion, if available at the time of early registration – One (1) original copy for verification, and one (1) photocopy	School
For learners deemed eligible by having completed or are candidates for completion in any form of Kindergarten Program in schools without a government permit or recognition: • Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration – One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Grade 7 Grade 7 Eligibility Standards from DepEd Order No. 17, s. 2025: • Grade 6 graduate or Grade 6 candidate for graduation • Philippine Educational Placement Test (PEPT) Passer • Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including	Client

name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
School Form 9 (School Report Card) Grade 6 – One (1) original copy	School
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): ● Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA), DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): ● A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Grade 11 Grade 11 Eligibility Standards from DepEd Order No. 17, s. 2025: ● Grade 10 completer or Grade 10 candidate for completion ● Philippine Educational Placement Test (PEPT) Passer ● Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including	Client

name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
School Form 9 (School Report Card) Grade 10 – One (1) original copy	School
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): ● Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA), DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): ● A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Balik-Aral Learner (Any Grade Level) Balik Aral Learner Eligibility Standards from DepEd Order No. 17, s. 2025: ● Philippine Educational Placement Test (PEPT) Passer ● Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex,	Client

and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): ● Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA), DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): ● A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Special Needs Education Program Special Needs Education Program Eligibility Standards from DepEd Order No. 17, s. 2025: ● Children diagnosed with special needs aged five (5) years old by October 31st of the school year they enrolled in.	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents	Client

- One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
PWD I.D. – One (1) original copy for verification, and one (1) photocopy	Persons with Disability Affairs Office
If PWD I.D. is not available, a Medical evaluation and diagnosis may also be provided – One (1) original copy for verification, and one (1) photocopy	Licensed Medical Professional
Basic Literacy Program (BLP)	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
SF 9 (report card) or SF 10 (formerly called Form 137) – One (1) original copy	School
ALS Elementary ALS Elementary Eligibility Standards from DepEd Order No. 17, s. 2025: ● BLP Completer/Passer	

PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
Kindergarten Certificate of Completion/ECCD Assessment Result/ PEPT Result, if available/ Most recent SF 9 (report card), if available – One (1) original copy and one (1) photocopy	School
ALS Junior High School ALS Junior High School Eligibility Standards from DepEd Order No. 17, s. 2025: ● Completer of Elementary Education ● PEPT Passer ● A&E Elementary Certification Passer	
Students who are eligible by completing elementary education may provide any of the following: ● Elementary School Diploma - One (1) original copy for verification, and one (1) photocopy ● SF 9 (Report Card) Grade 6 - One (1) original copy and one (1) photocopy ● SF 10 (if available) – One (1) original copy	School

Students who are eligible by passing the PEPT shall provide PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Students who are eligible by passing A&E Elementary Certification may provide any of the following: ● A&E Elementary Level Certificate of Rating - One (1) original copy and one (1) photocopy ● ALS Form 5 (if available) - One (1) original copy and one (1) photocopy	School/Learning Center/Division Office
ALS Senior High School ALS Senior High School Eligibility Standards from DepEd Order No. 17, s. 2025: ● Completer of Junior High School Education ● PEPT Passer ● A&E Junior High School Certification Passer	
Students who are eligible by completing elementary education may provide any of the following: ● Junior High School Diploma - One (1) original copy for verification, and one (1) photocopy ● SF 9 (Report Card) Grade 10 - One (1) original copy ● SF 10 (if available) - One (1) original copy and one (1) photocopy	School
Students who are eligible by passing the PEPT shall provide PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Students who are eligible by passing A&E Junior High School Certification may provide any of the following: ● A&E Elementary Level Certificate of Rating - One (1) original copy and one (1) photocopy ● ALS Form 5 (if available) - One (1) original copy and one (1) photocopy	School/Learning Center/Division Office
***Learners from International schools with congressional franchise or Presidential Decree**	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy	Client

• Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
Non-Filipino learners may also provide authenticated birth certificate from the country of origin - One (1) original copy and one (1) photocopy	Client
Latest SF 9 (report card) or any equivalent academic record will be required for submission during the school year - One (1) original copy	School
***Learners from Philippine Schools Overseas (any grade level) and Foreign Schools Abroad**	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy	Client

• If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
Non-Filipino learners may also provide authenticated birth certificate from the country of origin - One (1) original copy and one (1) photocopy	Client
***Learners from schools without a government permit or recognition (at any grade level)**	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
***Displaced learners due to calamities and conflict**	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client

• National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
SF9 or SF10 should be provided during the school year, subject to availability	School
***Persons Deprived of Liberty (PDLs) enrolling in ALS**	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy	Client

• If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
If the PSA Birth Certificate or any of the secondary documents is not available during the time of enrollment, the Certificate of PDLs' Identity may be provided – One (1) original copy	Bureau of Jail Management and Penology - Office of the Warden
***Residents of rehabilitation facilities enrolled in ALS**	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents through the School's official platform/email	1.1 Download and print received documents, and check for completion	None	1 hour	Registrar / Teacher-in-Charge / Adviser

address, along with the filled-out BEEF	*Note: If requirements are incomplete, tag as temporarily enrolled.*			
	1.2 Provide Client with the status of enrollment	None	5 minutes	Registrar / Teacher-in-Charge / Adviser
	1.3 Endorse list of enrollees to Records/ Registrar of Incoming Kindergarten/ Grade 1 / Grade 7 / Grade 11 / Balik-Aral / Transferees/ SNED	None	5 minutes	Registrar / Teacher-in-Charge / Adviser
	TOTAL:	**None**	**1 hour, 10 minutes**	

7. Enrollment – Walk-in

This process details the procedure for formally accepting learners in the school for the school year. Clients shall complete the basic education enrollment form, confirmation slip, along with other specific requirements depending on their grade level and eligibility requirements.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Learners/ Parents/ Guardians
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Basic Education Enrollment Form (BEEF) – One (1) original copy and one (1) photocopy	School
Confirmation Slip – One (1) original copy and one (1) photocopy	School
For students from private school with remaining balance	
Notarized Affidavit of Undertakings (for the temporary enrollment of transferring learners/students unable to provide proof of grade level due to having a remaining balance in a private school) – One (1) original copy	Client
Kindergarten Kindergarten Eligibility Standards from DepEd Order No. 15, s. 2025: ● Children aged five (5) years old by October 31st of the school year they enrolled in; or ● Children who will turn five (5) years old from November 1st to December 31st provided that they have completed an Early Childhood Care and Development (ECCD) program for one (1) year; or ● Children who will turn five (5) years old from November 1st to December 31st provided they undergo and meet the standards in the Philippine Early Childhood and Development Checklist (ECD) administered by the kindergarten teachers of the receiving school during the enrollment period until the first week of classes	

PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
In addition to the PSA Birth Certificate, children deemed eligible by having completed an Early Childhood Care and Development (ECCD) program for one (1) year: ● Certificate of Completion/Attendance - One (1) original copy	Public or private Child Development Centers (CDCs)/Learning Centers (LCs) that are granted with permit or recognition
In addition to the PSA Birth Certificate, children deemed eligible by undergoing and meeting the standards in the Philippine Early Childhood and Development Checklist (ECD): ● ECD Checklist – One (1) original copy	School
Grade 1 Grade 1 Eligibility Standards from DepEd Order No. 17, s. 2025: ● Students who have completed or are candidates for completion in the Kindergarten Program in DepEd-authorized schools and center; or ● Students who have completed or are candidates for completion in any form of Kindergarten Program in schools without a government permit or recognition (i.e., Home)	

PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
Kindergarten Certificate of Completion, if available at the time of early registration – One (1) original copy for verification, and one (1) photocopy	School
For learners deemed eligible by having completed or are candidates for completion in any form of Kindergarten Program in schools without a government permit or recognition: ● Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration – One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Grade 7 Grade 7 Eligibility Standards from DepEd Order No. 17, s. 2025: ● Grade 6 graduate or Grade 6 candidate for graduation ● Philippine Educational Placement Test (PEPT) Passer ● Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar

If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
School Form 9 (School Report Card) Grade 6 – One (1) original copy	School
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): ● Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA), DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): ● A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Grade 11 Grade 11 Eligibility Standards from DepEd Order No. 17, s. 2025: ● Grade 10 completer or Grade 10 candidate for completion ● Philippine Educational Placement Test (PEPT) Passer ● Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar

If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
School Form 9 (School Report Card) Grade 10 – One (1) original copy	School
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): ● Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA), DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): ● A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Balik-Aral Learner (Any Grade Level) Balik-Aral Learner Eligibility Standards from DepEd Order No. 17, s. 2025: ● Philippine Educational Placement Test (PEPT) Passer ● Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar

If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): ● Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA), DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): ● A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Special Needs Education Program Special Needs Education Program Eligibility Standards from DepEd Order No. 17, s. 2025: ● Children diagnosed with special needs aged five (5) years old by October 31st of the school year they enrolled in.	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the	Client

following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
PWD I.D. – One (1) original copy for verification, and one (1) photocopy	Persons with Disability Affairs Office
If PWD I.D. is not available, a Medical evaluation and diagnosis may also be provided – One (1) original copy for verification, and one (1) photocopy	Licensed Medical Professional
Basic Literacy Program (BLP)	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy	Client

• Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
SF 9 (report card) or SF 10 (formerly called Form 137) – One (1) original copy	School
ALS Elementary ALS Elementary Eligibility Standards from DepEd Order No. 17, s. 2025: • BLP Completer/Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
Kindergarten Certificate of Completion/ECCD	School

Assessment Result/ PEPT Result, if available/ Most recent SF 9 (report card), if available – One (1) original copy and one (1) photocopy	
ALS Junior High School ALS Junior High School Eligibility Standards from DepEd Order No. 17, s. 2025: ● Completer of Elementary Education ● PEPT Passer ● A&E Elementary Certification Passer	
Students who are eligible by completing elementary education may provide any of the following: ● Elementary School Diploma - One (1) original copy for verification, and one (1) photocopy ● SF 9 (Report Card) Grade 6 - One (1) original copy and one (1) photocopy ● SF 10 (if available) – One (1) original copy	School
Students who are eligible by passing the PEPT shall provide PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Students who are eligible by passing A&E Elementary Certification may provide any of the following: ● A&E Elementary Level Certificate of Rating - One (1) original copy and one (1) photocopy ● ALS Form 5 (if available) - One (1) original copy and one (1) photocopy	School/Learning Center/Division Office
ALS Senior High School ALS Senior High School Eligibility Standards from DepEd Order No. 17, s. 2025: ● Completer of Junior High School Education ● PEPT Passer ● A&E Junior High School Certification Passer	
Students who are eligible by completing elementary education may provide any of the following: ● Junior High School Diploma - One (1) original copy for verification, and one (1) photocopy ● SF 9 (Report Card) Grade 10 - One (1) original copy ● SF 10 (if available) - One (1) original copy and one (1) photocopy	School
Students who are eligible by passing the PEPT shall provide PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Students who are eligible by passing A&E Junior High School Certification may provide any of the following:	School/Learning Center/Division Office

• A&E Elementary Level Certificate of Rating - One (1) original copy and one (1) photocopy • ALS Form 5 (if available) - One (1) original copy and one (1) photocopy	
***Learners from International schools with congressional franchise or Presidential Decree**	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
Non-Filipino learners may also provide authenticated birth certificate from the country of origin - One (1) original copy and one (1) photocopy	Client
Latest SF 9 (report card) or any equivalent academic record will be required for submission during the school year - One (1) original copy	School
***Learners from Philippine Schools Overseas (any grade level) and Foreign Schools Abroad**	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the	Client

following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
Non-Filipino learners may also provide authenticated birth certificate from the country of origin - One (1) original copy and one (1) photocopy	Client
***Learners from schools without a government permit or recognition (at any grade level)**	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including	Client

name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
***Displaced learners due to calamities and conflict**	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
SF9 or SF10 should be provided during the school year, subject to availability	School
***Persons Deprived of Liberty (PDLs) enrolling in ALS**	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the	Client

following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
If the PSA Birth Certificate or any of the secondary documents is not available during the time of enrollment, the Certificate of PDLs' Identity may be provided – One (1) original copy	Bureau of Jail Management and Penology - Office of the Warden
***Residents of rehabilitation facilities enrolled in ALS**	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: ● National ID – One (1) original copy for verification, and one (1) photocopy ● Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy ● PhilHealth ID - One (1) original copy and one (1) photocopy ● Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy ● PWD ID - One (1) original copy for verification, and one (1) photocopy ● Barangay certification that could establish the child's identity, including	Client

name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy ● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy ● Baptismal Certificate - One (1) original copy and one (1) photocopy	
For authorized representative	
Authorization Letter – One (1) Original Copy	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***requesting person***, which may include, but is not limited to, the following: ● Philippine Identification System (Philsys) ID/ePhilID ● Philippine Passport ● Driver's License ● Philippine Regulation Commission (PRC) ID ● Unified Multi-Purpose ID (UMID) ● Voter's ID ● Senior Citizen ID ● Philippine Postal ID ● Philhealth ID ● Barangay ID	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***authorized person***, which may include, but is not limited to, the following: ● Philippine Identification System (Philsys) ID/ePhilID ● Philippine Passport ● Driver's License ● Philippine Regulation Commission (PRC) ID ● Unified Multi-Purpose ID (UMID) ● Voter's ID ● Senior Citizen ID ● Philippine Postal ID ● Philhealth ID ● Barangay ID	Authorized Representative of the Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For regular enrollment				
1. Fill-out the BEEF	1.1 Check the completeness of information in the	None	15 minutes	School Enrollment Focal Person

	BEEF and other relevant requirements			
2. Submit complete requirements	2.1 Receive and log complete requirements *Note: If submitted requirements are deemed incomplete, tag as temporary enrolled and require Client to submit an Affidavit of Undertaking.*	None	15 minutes	School Enrollment Focal Person
	2.2 Provide Client status of enrollment	None	10 minutes	Teacher / Adviser
	2.3 Endorse list of enrollees to Records/ Registrar of Incoming Kindergarten/ Grade 1 / Grade 7 / Grade 11 / Balik-Aral / Transferees/ SNED			
For enrollment of SNED Learners				
1. Submit filled out the BEEF	1.1 Check the completeness of information in the BEEF and other relevant requirements	None	15 minutes	School Enrollment Focal Person
2. Submit complete requirements	2.1 Receive and log complete requirements *Note: If submitted requirements are deemed incomplete, tag as temporary enrolled and require Client to submit Affidavit of Undertaking.*	None	15 minutes	School Enrollment Focal Person
	2.2 Endorse Client to the SNED Teacher, Designated Guidance Counselor and Principal for further Interview and Assessment	None	10 minutes	School Enrollment Focal Person
	2.3 Conduct Assessment Test.	None	1 hour	SNED Teacher
	2.5 Provide Client status of enrollment	None	10 minutes	School Principal/

				SNED Teacher
For enrollment of ALS (Elementary and Junior High School)				
1. Submit filled out the ALS Enrollment Form (AF2) and required documents	1.1 Verify the authenticity of the submitted documents, then inform Client to take the Functional Literacy Test (FLT) assessment	None	30 minutes	Central School ALS Teacher
2. Take the Functional Literacy Test (FLT) assessment	2.1 Administer the Functional Literacy Test to the client *Note: Inform Client that s/he will be informed once result is available*	None	1 day	Central School ALS Teacher
	2.2 Identify reading, writing, and numeracy level	None	30 minutes	Central School ALS Teacher
	2.3 Determine placement results, inform Client of the result, and instruct the Client to fill-up the Individual Learning Agreement (ILA)	None	1 hour	Central School ALS Teacher
3. Submit the filled up the Individual Learning Agreement (ILA)	3.1 Register the learner in the ALS Learners Information System (LIS)	None	1 hour	Central School ALS Teacher
TOTAL (for regular enrollment):		**None**	**40 minutes**	
TOTAL (SNED Learners):		**None**	**1 hour, 50 minutes**	
TOTAL (ALS – Elem and JHS):		**None**	**1 day, 3 hours**	

8. Handling of Incoming Documents

Incoming documents are official mails, letters, correspondence, and communications from external and internal clients of the school, addressed to school personnel. These documents shall be received by the Office of the School Head for recording and routing to the concerned office or person.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
Official Communication addressed to the School / School Head		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit copy of letter/official communication	1.1 Receive the official communication, log in to the incoming communication logbook, and forward to the School Head	None	5 minutes	Administrative Officer II / Designated Personnel
	1.2 Provide instructions for the routing of communication	None	10 minutes	School Head
	1.3 Route the official communication to the concerned personnel	None	15 minutes	Administrative Officer II / Designated Personnel
	TOTAL:	**None**	**30 minutes**	

9. Issuance of Learners' Academic Records for Certification for Local Employment

This service charter outlines the procedure for securing certified learners' academic records to ensure their authenticity and legitimacy as required by local employers.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Past learners / Alumnae / Alumnus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter Request – One (1) original copy	Client
Any government-issued valid ID – One (1) original and one (1) photocopy	Client
For authorized representative	
Authorization Letter – One (1) Original Copy	Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***requesting person***, which may include, but is not limited to, the following: ● Philippine Identification System (Philsys) ID/ePhilID ● Philippine Passport ● Driver's License ● Professional Regulation Commission (PRC) ID ● Unified Multi-Purpose ID (UMID) ● Voter's ID ● Senior Citizen ID ● Philippine Postal ID ● Philhealth ID ● Barangay ID	Clilent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive and check the submitted requirements *Note: Inform Client that s/he will be notified once the requested document is complete.*	None	5 minutes	School Designated Registrar/ Records Custodian/
	1.2 Search for the academic school records as requested by the client (SF9 or SF10 whichever is available)	None	40 minutes	School Designated Registrar/ Records Custodian/
	1.3 Check and validate the	None	5 minutes	School Designated

	information in the Request letter and the available school records			Registrar/ Records Custodian/
	1.4 Prepare certified learner's academic records (SF9 and SF10) and submit to School Head for signature	None	3 hours	School Designated Registrar/ Records Custodian/
	1.5 Sign certified learner's academic records (SF9 and SF10) and forward to records officer for release	None	3 minutes	School Head
	1.6 Inform Client on the availability of the requested document	None	3 minutes	School Designated Registrar/ Records Custodian/
2. Claim the requested document	2.1 Release the certified learner's academic records (SF9 and SF10) to the client	None	3 minutes	School Designated Registrar/ Records Custodian/
	TOTAL:	**None**	**3 hours, 59 minutes**	

10. Issuance of Academic School Records (ASR) for Certification, Authentication and Verification (CAV)

This service pertains to the issuance of Academic School Records Form (ASR) for past and current learners for the application of Certification, Authentication, and Verification (CAV) in accordance with DepEd Order No. 048, s. 2017.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Past and current learners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
CAV Form 1 – one (1) original copy	School
For Elementary and Secondary Graduates	
Diploma – one (1) original copy and two (2) certified true copies	Applicant / Client
Form 137/School Form 10 – two (2) certified true copies	School attended
Certificate of Completion – two (2) original copies	School attended
School Transmittal Letter – one (1) original copy	School attended
PSA Birth Certificate – one (1) photocopy	Philippine Statistics Authority (PSA)

Note: The birth certificate is for validation purposes only	
Passport – one (1) photocopy of the bio page *Note: The passport is for validation purposes only*	Department of Foreign Affairs
Latest passport-size picture – two (2) pieces	Applicant / Client
Long Brown Envelope – one (1) piece	Applicant / Client
If Lost Diploma	
Sworn Statement of any two (2) of the applicant's classmates, principals, or teachers; and supported by either the school graduation photos, souvenir program, or graduation program – one (1) original copy	Applicant / Client
Duly certified copy of either Form 137 or Form 138 of the learner on file in any Tertiary Learning Institutions; or diploma / transcript of records on file in the learner's current / previous employer/s – one (1) original copy	Applicant / Client
In case of non-availability of Form 137	
Sworn Statement of any two (2) of the applicant's classmates, principals, or teachers; and supported by either the school graduation photos, souvenir program, or graduation program – one (1) original copy	Applicant / Client
Duly certified copy of either Form 137 or Form 138 of the learner on file in any Tertiary Learning Institutions; or diploma / transcript of records on file in the learner's current / previous employer/s – one (1) original copy	Applicant / Client
For authorized representative	
Authorization Letter – One (1) Original Copy	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***requesting person***, which may include, but is not limited to, the following: • Philippine Identification System (Philsys) ID/ePhilID • Philippine Passport • Driver's License • Professional Regulation Commission (PRC) ID • Unified Multi-Purpose ID (UMID) • Voter's ID • Senior Citizen ID • Philippine Postal ID • Philhealth ID	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the	Authorized Representative of the Applicant / Client

authorized person, which may include, but is not limited to, the following: • Philippine Identification System (Philsys) ID/ePhilID • Philippine Passport • Driver's License • Professional Regulation Commission (PRC) ID • Unified Multi-Purpose ID (UMID) • Voter's ID • Senior Citizen ID • Philippine Postal ID • Philhealth ID				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
If Academic School Records (ASR) is available at the School Level				
1. Submit the required documents to the School Principal's Office	1.1 Receive and check the authenticity of the submitted documents and issue CAV Form 1 to client	None	15 minutes	Registrar/ Designated School Records Custodian
2. Fill out CAV Form 1 and submit to School Principal's Office	2.1 Receive the filled out form and search for the academic school record (ASR)	None	2 hours	Registrar/ Designated School Records Custodian
	2.2 Countercheck the accuracy of entries in the academic school records (ASR) with the submitted documents *Note: If documents were found to have a discrepancy with school records, instruct the Client to proceed to SDO to request for a correction of school entries.*	None	30 minutes	Registrar/ Designated School Records Custodian
	2.3 Photocopy the ASR and Diploma in two copies and stamp with "Certified True Copy"	None	20 minutes	Registrar/ Designated School Records Custodian
	2.4 Prepare transmittal letter and certification of graduation in two copies	None	30 Minutes	Registrar/ Designated School Records Custodian

	2.5 Forward the ASR with transmittal and certification of graduation to the School Head for signature	None	15 minutes	Registrar/ Designated School Records Custodian
	2.6 Check the accuracy and veracity of the Academic School Records and Certification, and affix signature.	None	1 hour	School Head
	2.7 Dry seal the CAV documents and put it in a sealed brown envelope	None	10 minutes	Registrar/ Designated School Records Custodian
	2.8 Release the documents and inform the client to bring it to the Regional Office for CAV.	None	10 minutes	Registrar/ Designated School Records Custodian
3. Claim the documents sealed in a brown envelope and sign the logbook	3.1 Inform the Client to bring the documents to the Regional Office for CAV.	None	5 minutes	Registrar/ Designated School Records Custodian
If Academic School Records (ASR) is not available at the School Level				
1. Submit the required documents to the School Principal's Office	1.1 Receive and check the authenticity of the submitted documents and issue CAV Form 1 to client	None	15 minutes	Registrar/ Designated School Records Custodian
2. Fill out CAV Form 1 and submit to School Principal's Office	2.1 Receive the filled out form and search for the academic school record (ASR)	None	2 hours	Registrar/ Designated School Records Custodian
	2.2 Countercheck the accuracy of entries in the academic school records (ASR) with the submitted documents *Note: If documents were found to have a discrepancy with school records, instruct the Client to*	None	30 minutes	Registrar/ Designated School Records Custodian

	proceed to SDO to request for a correction of school entries.			
	2.3 Prepare a School Referral Form (CAV 2) and advise Client to submit the filled-out CAV 2 Form to the Schools Division Office	None	15 minutes	Registrar/ Designated School Records Custodian
TOTAL (if ASR is available at the School level):		**None**	**5 hours, 15 minutes**	
TOTAL (if ASR is not available at the School level):		**None**	**3 hours**	

11. Issuance of Reconstructed Diploma

This service charter outlines the procedures in requesting the issuance of a reconstructed diploma in case of damage and loss, as requested by the receiving/client. The reconstruction of diploma is only allowed for CAV purposes, as of DepEd Order No. 48, s.2017.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Past learners / Alumnae / Alumnus
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Sworn Statement of any two (2) of the applicant's classmates, principals, or teachers; and supported by either the school graduation photos, souvenir program, or graduation program (1 Original, 1 Photocopy)	Client
Duly certified copy of Form 137 or Form 138 of the learner on file in any Tertiary Learning Institutions; transcript of records on file in the learner's current / previous employer/s.	Client
If alumna is already married	
Marriage Certificate for married women – One (1) original and one (1) photocopy	Philippine Statistics Authority
For authorized representative	
Special Power of Attorney (SPA) – One (1) original and one (1) photocopy	Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***requesting person***, which may include, but is not limited to, the following: • Philippine ID/National ID • Passport • Driver's License	Client

• Professional Regulation Commission (PRC) ID • Philippine Postal ID				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit required documents	1.1 Receive and check the submitted requirements. *Note: Inform Client that s/he will be notified once the requested document is available.*	None	5 minutes	School Designated Registrar/ Records Custodian/
	1.2 Prepare the reconstructed diploma submit to School Head for signature	None	2 days	School Designated Registrar/ Records Custodian/
	1.3 Sign the reconstructed diploma and forward to records officer for release	None	10 minutes	School Head
	1.4 Inform Client on the availability of the requested document	None	3 minutes	School Designated Registrar/ Records Custodian/
2. Claim the requested document	2.1 Release the requested document to the client	None	5 minutes	School Designated Registrar/ Records Custodian/
	TOTAL:	**None**	**2 days, 23 minutes**	

12. Issuance of School Form 10 – Elementary and Junior High School

This service charter outlines the procedures of the issuance of School Form 10 (Form 137) from the originating school to the receiving school upon the transfer of the elementary and junior high school student/learner, requested through the Learners Information System (LIS). DepEd Order No. 54, s. 2016 mandates schools to deliver the SF 10 within thirty (30) days.

This service charter outlines the procedures starting from the receipt of the request from the receiving school to the release of the requested SF 10 by the outgoing school for delivery through hand-carry or third-party courier.

Office or Division:	Schools
Classification:	Complex
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen)
Who may avail:	Receiving School

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
LIS Request	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Access the LIS and request for the SF 10 of incoming Elementary and JHS	1.1 Generate the requested information and notify the School Registrar to prepare the SF 10 of the concerned learners	None	1 hour	LIS-in-Charge
	1.2 Prepare a Transmittal, along with the SF 10 and forward to the School Head for signing	None	3 days	School Registrar
	1.3 Sign the Transmittal and SF 10, then return to the School Registrar for release	None	1 hour	School Head
	1.4 Process and send the SF 10 to the receiving school by hand or through a third-party courier. *Note: Client may track the status of delivery provided by the third-party courier.*	None	1 day	School Registrar
	TOTAL:	**None**	**4 days, 2 hours**	

13. Issuance of School Form 10 – Senior High School

This service pertains to the issuance of School Form 10 (Form 137) from the outgoing Senior High School learner to the receiving higher learning institution.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen)
Who may avail:	Receiving School

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter request from the receiving school	Client
Any government-issued valid ID	Client
For authorized representative	
Authorization Letter – One (1) Original Copy	Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***requesting person***, which may include, but is not limited to, the following: • Philippine Identification System (Philsys) ID/ePhilID • Philippine Passport • Driver's License • Professional Regulation Commission (PRC) ID • Unified Multi-Purpose ID (UMID) • Voter's ID • Senior Citizen ID • Philippine Postal ID • Philhealth ID • Barangay ID	Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***authorized person***, which may include, but is not limited to, the following: • Philippine Identification System (Philsys) ID/ePhilID • Philippine Passport • Driver's License • Professional Regulation Commission (PRC) ID • Unified Multi-Purpose ID (UMID) • Voter's ID • Senior Citizen ID • Philippine Postal ID • Philhealth ID • Barangay ID	Authorized Representative of the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the requested documents	1.1 Receive submitted documents and stamp "RECEIVED" *Note: If there is lacking documents, inform the client that the request will be accepted, but will push through upon submission/ completion of the requirements.*	None	5 minutes	School Records Custodian
	1.2 Verify through the LIS the details based on school records of the learner/s whose record is being requested	None	10 minutes	School Records Custodian
	1.3 Prepare photocopy of SF 10 and Stamp Certified True Copy	None	1 hour	School Records Custodian
	1.4 Sign Certified True Copy of SF10 and forward to School Records Custodian for release	None	10 minutes	School Head
	1.5 Notify the Client that the requested document is available for release	None	5 minutes	School Records Custodian
2. Claim SF 10 from the originating school	1.6 Release the requested document	None	15 minutes	School Records Custodian
	TOTAL:	**None**	**1 hour, 45 minutes**	

14. Issuance of School Form 9 (SF 9), Good Moral Certificate, and Certificate of Enrollment

This service pertains to issuance of pertinent school records and certifications related to the learner that are in the custody of school and may be requested for the purpose of transferring the learner to another school or for any other legal purposes as deemed necessary.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Learners and/or Parents/Guardians
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	

Letter Request signed by the Parents/ Guardians stating the request for SF9 of the learner – One (1) original copy and one (1) photocopy	Client
Any government-issued valid ID – One (1) original and one (1) photocopy	Client
For authorized representative	
Authorization Letter – One (1) original copy	Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***requesting person***, which may include, but is not limited to, the following: • Philippine Identification System (Philsys) ID/ePhilID • Philippine Passport • Driver's License • Professional Regulation Commission (PRC) ID • Unified Multi-Purpose ID (UMID) • Voter's ID • Senior Citizen ID • Philippine Postal ID • Philhealth ID • Barangay ID	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For School Form 9				
1. Submit required documents	1.1 Receive and check the submitted requirements for completion *Note: Inform Client that s/he will be notified once the requested document is complete.*	None	5 minutes	School Designated Registrar/ Records Custodian/
	1.2 Verify with the Class Adviser the correctness of the information stated in the Request Letter	None	10 minutes	School Designated Registrar/ Records Custodian/
	1.3 Prepare the School Form 9 and forward to the Class Adviser for signature	None	10 minutes	School Designated Registrar/ Records Custodian/
	1.4 Affix signature on the School Form 9, and forward to the School Head for signature	None	15 minutes	Class Adviser

	1.5 Sign the School Form 9, and forward to records custodian for release	None	10 minutes	School Head
	1.6 Inform Client on the availability of the requested document	None	3 minutes	School Designated Registrar/ Records Custodian/
2. Claim the requested document	2.1 Release the signed SF 9 to the Client	None	3 minutes	School Designated Registrar/ Records Custodian/
	2.2 Record in the School log book the name of the Client and learner and the type of document issued by the school (SF 9). *Note: Ensure that the client affixes his/her signature in the log book.*	None	3 minutes	School Designated Registrar/ Records Custodian/
For Good Moral Certificate and Certificate of Employment				
1. Submit required documents	1.1 Receive and check the submitted requirements for completion *Note: Inform Client that s/he will be notified once the requested document is complete.*	None	5 minutes	School Designated Registrar/ Records Custodian/
	1.2 Verify with the Teacher Adviser and/or Guidance Counsellor the correctness of the information stated in the Request Letter	None	10 minutes	School Designated Registrar/ Records Custodian/
	1.3 Prepare the requested document, and forward to the School Head for signature	None	10 minutes	Designated Guidance Counsellor/Registrar
	1.4 Sign the requested document and put in a sealed envelope	None	10 minutes	School Head

	1.5 Put the requested document in a sealed envelope	None	10 minutes	School Designated Registrar/ Records Custodian/
	1.6 Inform Client on the availability of the requested document	None	3 minutes	School Designated Registrar/ Records Custodian/
2. Claim the requested document	2.1 Release the signed and sealed document to the Client	None	3 minutes	School Designated Registrar/ Records Custodian/
	2.2 Record in the School log book the name of the Client and learner and the type of document issued by the school. *Note: Ensure that the client affixes his/her signature in the log book.*	None	3 minutes	School Designated Registrar/ Records Custodian/
TOTAL (School Form 9):		**None**	**59 minutes**	
TOTAL (Good Moral Certificate and/or Certificate of Enrollment:		**None**	**54 minutes**	

15. Laboratory and School Inventory

Schools are required to properly account its school buildings and facilities such as offices, classrooms, laboratories, materials, and equipment. Personnel who perform the task are trained on the set of standards being followed on the classification of school buildings.

Office or Division:	Schools
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Local Government Unit (LGU), DepEd Central Office, DepEd Regional Office, DepEd Schools Division Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
School Inventory Form – one (1) original copy	School Property Custodian / Supply Officer
National School Building Inventory Form (NSBIF) – one (1) original copy	School Property Custodian / Supply Officer

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit complete documentary requirements and request for conduct of inventory	1.1 Gather data on inventory from concerned school personnel	None	3 days	Supply Officer / Property Custodian
	1.2 Consolidate school inventory and submit the Inventory Report to School Head for signature	None	1 day	Supply Officer / Property Custodian
	1.3 Review and sign the Inventory Report	None	4 hours	School Head
	1.4 Submit the School Inventory Report to the requesting party	None	30 minutes	Supply Officer / Property Custodian
	TOTAL:	**None**	**4 days, 4 hours, 30 minutes**	

16. Public Assistance (Email / Social Media)

For the ease of doing business, schools started to accommodate queries and complaints through their official email address and social media account/s.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Complete information regarding the concern	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Communicate details of concern via school's official email address or social media account	1.1 Record the communication via tracker/logbook, download attachment (if any).	None	5 minutes	School Public Assistance Coordinator
	1.2 For general questions or simple concerns, reply immediately. *Note: For complex concerns that need the discretion and/or technical knowledge of the school head or higher office(s), refer the concern to the said office; and reply to the client's*	None	15 minutes	School Public Assistance Coordinator

	email/message with an acknowledgment informing the client further that they will receive a separate answer or instruction for the next step.			
	TOTAL:	**None**	**20 minutes**	

17. Public Assistance (Walk-in)

Schools need to work with different individuals and organizations to strengthen partnerships that would benefit the learners and the DepEd community. Consequently, schools also have to address the concerns of their clients.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
Complete information regarding the concern		Client		
Intake Sheet – One (1) original copy		School Information Coordinator/Guidance Counselor/ Advocate		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out intake sheet	1.1 Note the client concern/ ask client to fill out intake sheet	None	15 minutes	School Information Coordinator (SIC)/ Guidance Counselor/ Advocate
	1.2 Provide an immediate reply for simple concerns *Note: Advise Client of next steps for complex concerns.*	None	30 minutes	School Information Coordinator (SIC)/ Guidance Counselor/ Advocate
	1.3 Provide copy of intake form to client (for walk-in clients) and route another copy to the concerned office (internal resolution owner).	None	15 minutes	School Information Coordinator (SIC)/ Guidance Counselor/ Advocate
	TOTAL:	**None**	**1 hour**	

18. Request for Certificate of Last Payment for Retired/Transferring Teaching/Non-Teaching Personnel (Implementing Unit)

This service charter outlines the steps for retired or transferring teaching and non-teaching personnel in requesting for a Certificate of Last Payment, for whatever purpose it may serve them.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	Retired or transferring teaching and non-teaching personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Requisition Slip – One (1) original copy	School
For authorized representative	
Authorization Letter – One (1) Original Copy	Client
Special Power of Attorney - One (1) original copy and one (1) photocopy	Client
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID of the ***requesting person***, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID	Client
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID of the ***authorized person***, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID	Authorized Representative of the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the requisition slip	1.1 Check the request and retrieve the Client's latest payslip	None	30 minutes	Administrative Assistant III
	1.2 Prepare the requested document for signature	None	20 minutes	Administrative Assistant III

	1.3 Sign the document	None	10 minutes	School Head
	1.4 Release the document to the Client	None	5 minutes	Administrative Assistant III
2. Sign the logbook upon the receipt of the document	2.1 Check the entries on the logbook	None	5 minutes	Administrative Assistant III
	TOTAL:	**None**	**1 hour, 10 minutes**	

19. Reservation Process for the Use of School Facilities

Schools regularly receive requests from other government agencies and private organizations to use classrooms or other school facilities for different purposes such as the conduct of CSC examinations, board exam review, or coop membership meetings.

This service charter outlines the procedures for requests received directly from clients and not through the Regional Office or the Schools Division Office.

Office or Division:	Schools
Classification:	Complex
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Letter Request – Two (2) original copies	Client
Request/Checklist Form – One (1) original copy	School
For authorized representative	
Authorization Letter – One (1) Original Copy	Client
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID of the ***requesting person***, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID	Client
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID of the ***authorized person***, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License	Authorized Representative of the Client

• Professional Regulation Commission (PRC) ID • Philippine Postal ID				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the Letter Request addressed to the School Head/Principal	1.1 Log-in in the School Logbook	None	1 minute	Administrative Officer II / Admin Aide, School
	1.2 Receive the Request Letter and stamp "RECEIVED"	None	2 minutes	Administrative Officer II, School
	1.3 Provide Client the Request/Checklist Form	None	1 minute	Administrative Officer II, School
2. Accomplish Request/Checklist Form for reservation	2.1 Receive Form, and check for completion *Note: Inform Client that s/he will be notified once the result of request is available*	None	5 minutes	Administrative Assistant III, School
	2.2 Review and evaluate Letter Request and Request/Checklist Form	None	3 minutes	School Head
	2.3 Conduct initial inspection of the facilities for reservation	None	15 minutes	Supply Officer / School Head
	2.4 Prepare and sign the Endorsement Letter and forward to the Schools Division Superintendent (SDS) for approval	None	30 minutes	School Head
	2.5 Forward the signed Endorsement Letter to the Schools Division Office	None	1 day	Administrative Officer II, School
	2.6 Receive Endorsement Letter and forward to the Office of the Schools Division Superintendent	None	30 minutes	Records Officer, Schools Division Office
	2.7 Reviews Endorsement from School and prepares	None	30 minutes	Administrative Aide, Office of the Schools Division

	Endorsement for SDS' signature			Superintendent
	2.8 Review, approve, and affix signature in the Endorsement Letter	None	2 days	Schools Division Superintendent, Schools Division Office
	2.9 Forward the signed Endorsement Letter to Records for release	None	15 minutes	Administrative Aide, Office of the Schools Division Superintendent
	2.10 Prepare signed Endorsement Letter for release to School	None	30 minutes	Records Officer, Schools Division Office
	2.11 Get the Endorsement Letter from SDO Records Section and inform client to pick-up the signed letter at the school	None	1 day	Administrative Officer II, School
3. Claim the signed Endorsement Letter	3.1 Release the signed Endorsement Letter	None	15 minutes	Administrative Officer II, School
	TOTAL:	**None**	**4 days, 2 hours, 57 minutes**	

SCHOOLS

INTERNAL SERVICES

1. Application for Leave

Leave of absence, for any person other than serious illness of an officer or employee or any member of his family, must be contingent upon the needs of the service. The grant of vacation leave is discretionary on the part of the agency head or authority concerned; thus, mere filing of such leave application does not entitle an officer or employee to go on leave outright.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Teaching and Non-teaching Personnel of Schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vacation Leave	
CSC Form 6 – three (3) original copies	CSC Website
Clearance Form, only if traveling abroad, or if traveling local for more than 30 days – four (4) original copies	Applicant / Client
Request Letter – one (1) original copy	Applicant / Client
Travel Abroad on Official Time (Local and Abroad)	
Indorsement from School Head – one (1) original copy	School Head
Written justification addressed to the Schools Division Superintendent and noted by the School Head – one (1) original copy	Applicant / Client
CSC Form 6 – three (3) original copies	CSC Website
Signed Invitation of the Activity Duly approved invitation from the Central Office or Regional Office as participant or delegate for the activity – one (1) original copy	DepEd Central Office / Regional Office
Certificate of No Pending Administrative Case – one (1) original copy	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)
Itinerary of the Travel – one (1) original copy	Applicant / Client
Approved activity request of Work and Financial Plan – one (1) original copy	Applicant / Client
Certification from the Accounting Section that the previous cash advance has been liquidated (if cash with advance) – one (1) original copy	OSDS-Accounting Section, Schools Division Office
School Head – one (1) original copy	School Head
Division Clearance (for 30 days or more) – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Indorsement/letter request of designated Officer-In-Charge (OIC) duly conformed by the designated OIC (applicable to School Head and Head of Units positions only)	Applicant / Client
Travel Abroad Within Mid-Year Break/Christmas Break/Summer Break *Note: Non-Teaching can apply TA throughout the year, provided that the absence shall not directly affect the continuous delivery of services.*	

Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent – one (1) original copy	Applicant / Client
CSC Form 6 – three (3) original copies	CSC Website
Annex D (Travel Form) – one (1) original copy	OSDS-Personnel Section, Schools Division Office
School Clearance	School Head
Certification of No Pending Administrative Case – one (1) original copy	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)
Sick Leave under Magna Carta *(For sickness related to Gynecological Procedure/System – 2 weeks for minor, 3 months for major)*	
Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent – one (1) original copy	Applicant / Client
CSC Form 6 – four (4) original copies	CSC Website
Last Day of Service – one (1) original copy	OSDS-Personnel Section, Schools Division Office
School Clearance – one (1 original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Medical Form 41 duly noted by the SDO Medical Officer and with appropriate documentary stamp	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)
Sick Leave with Pay Charge to Service Credits	
CSC Form 6 – three (3) original copies	CSC Website
Medical Certificate, if more than 5 days sick leave – one (1) original copy	Applicant / Client
Request Letter – one (1) original copy	Applicant / Client
Sick Leave with Pay Charge to Service Credits for more than 30 days	
Indorsement from the School Head – one (1) original copy	School Head
Request Letter – one (1) original copy	Applicant / Client
CSC Form 6 – four (4) original copies	CSC Website
Last Day of Service – one (1) original copy	OSDS-Personnel Section, Schools Division Office
School Clearance – one (1 original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Leave Card – one (1) certified true copy	School Head
Medical Form 41 duly noted by the SDO Medical Officer and with appropriate documentary stamp	School Governance and Operations Division, Schools Division Office
Certification of No Pending Administrative Case – one (1) original copy	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section,

	Schools Division Office (for non-teaching personnel)
Sick Leave Without Pay *Note: The maximum allowable SL without pay shall be granted one year. The period of which 3 months and can be extended into another consecutive quarters.*	
Indorsement from the School Head – one (1) original copy	School Head
Request Letter – one (1) original copy	Applicant / Client
CSC Form 6 – three (3) original copies	CSC Website
Last Day of Service – one (1) original copy	OSDS-Personnel Section, Schools Division Office
School Clearance – one (1 original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Certification of No Remaining Balance of Service Credits – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Medical Form 41 duly noted by the SDO Medical Officer and with appropriate documentary stamp	School Governance and Operations Division, Schools Division Office
Certification of No Pending Administrative Case – one (1) original copy	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)
Maternity Leave	
Indorsement from the School Head – one (1) original copy	School Head
CSC Form 6 – four (4) original copies	CSC Website
Request Letter – one (1) original copy	Applicant / Client
Last Day of Service – one (1) original copy	OSDS-Personnel Section, Schools Division Office
School Clearance – one (1 original copy	School Head
Medical Form 41 duly noted by the SDO Medical Officer and with appropriate documentary stamp – three (3) original copies	School Governance and Operations Division, Schools Division Office
CS Form No. 6A (Notice of Allocation of Maternity Leave), in case of allocation of 7 days leave from 105 days Maternity Leave to the father of the child – one (1) original copy	CSC Website
For filing of Double Pay when ML (105) falls within PVP-For ES and SHS; only JHS shall be paid under lus	
Indorsement from the School Head – one (1) original copy	School Head
Request Letter – one (1) original copy	Applicant / Client
Approved Special Order	School Head
Approved CS Form 6 LCR/PSA Birth Certificate	Applicant / Client
Duly signed CS Form No. 6A (Notice of Allocation of ML), if applicable	Applicant / Client
Duly signed School Clearance	Applicant / Client

Paternity Leave	
Indorsement from the School Head – one (1) original copy	School Head
CSC Form 6 – three (3) original copies	CSC Website
Request Letter – one (1) original copy	Applicant / Client
Solo Parent Leave	
CSC Form 6 – three (3) original copies	CSC Website
Request Letter – one (1) original copy	Applicant / Client
Birth Certificate of Child – one (1) photocopy	Applicant / Client
Solo Parent ID – one (1) photocopy	Applicant / Client
Wellness Leave	
Indorsement from the School Head – one (1) original copy	School Head
CSC Form 6 – four (4) original copies	CSC Website
Application for Wellness Leave (for COS/JO under National paid) – four (4) original copies	Applicant / Client
Birth Certificate of Child – one (1) photocopy	Applicant / Client
Study Leave	
Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent	Applicant / Client
CSC Form 6 – three (3) original copies	CSC Website
Last Day of Service – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Course Outline of Master's Degree / Prospectus Certification of Course/Units to be taken from the HEIs Registrar – one (1) original copy	Applicant / Client
Schedule of Classes	Applicant / Client
Study Leave Agreement	Applicant / Client
School Clearance – one (1 original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Approved Permit to Study	Applicant / Client
Medical Form 41 duly noted by the SDO Medical Officer and with appropriate documentary stamp – one (1) original copy	School Governance and Operations Division, Schools Division Office
Service Record – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Latest Performance Rating	Applicant / Client
Rehabilitation Leave	
Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent	Applicant / Client
CSC Form 6 – three (3) original copies	CSC Website
Last Day of Service – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Incident Report of Injury with pictures – one (1) original copy	Applicant / Client

Certification from the School Head that the incident occurred while in the performance of function or duty – one (1) original copy	School Head
Medical Form 41 duly noted by the SDO Medical Officer and with appropriate documentary stamp – one (1) original copy	School Governance and Operations Division, Schools Division Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements within the prescribed timeline	1.1 Receive the submitted documents	None	5 minutes	Administrative Officer II / Administrative Assistant
	1.2 Check completeness of the submitted documents	None	1 hour	Administrative Officer II / Administrative Assistant
	1.2 Prepare Endorsement Letter and forward to School Head for signature	None	2 hours	Administrative Officer II / Administrative Assistant
	1.3 Sign the Endorsement Letter and return to personnel in-charge	None	1 day	School Head
	1.4 Release the Endorsement Letter and documentary requirements submitted by the Client to the Schools Division Office*	None	30 minutes	Administrative Officer II / Administrative Assistant
	TOTAL:	**None**	**1 day, 3 hours, 35 minutes**	

2. Application for Retirement, Resignation, and Its Claims

Separation and Benefits Administration is a process of managing an employee's exit from the service and ensuring they receive the appropriate legal and financial entitlements. This includes retirement and resignation.

Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement age is 65 while optional is 60 years of age. It can be applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.

Resignation refers to the voluntary separation of employee from service effective on a specific date, typically requiring 30 days' notice. It is not complete until accepted by the appointing authority, formally accepting the employee's intent to end the employment relationship.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Teaching and Non-teaching Personnel that reached the retiring age requirement

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Retirement	
Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent – one (1) original copy	Applicant / Client
GSIS application for Retirement, Separation Life Insurance Benefits – one (1) original copy	OSDS-Personnel Section, Schools Division Office / GSIS Official Website
School Clearance – one (1) original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Regional Clearance (for School Principal only) – one (1) original copy	Administrative Division – Personnel Section, Regional Office
Certification of Last Day of Service – one (1) original copy	School Head / OSDS-Personnel Section, Schools Division Office (for School Head)
Certificate of No Pending Administrative Case – one (1) original copy	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)
Certificate of Last Payment – one (1) original copy	Finance Division, Regional Office
Certification of No Provident Loan / Certification of No Liquidated Cash Advance (for School Heads/ Related Teaching only) – one (1) original copy	Finance Division, Regional Office
Ombudsman Clearance – one (1) original copy	Office of the Ombudsman
Statement of Assets and Liabilities as of last day of service – one (1) original copy	Applicant / Client
Latest Individual Performance and Commitment Rating Form (IPCRF) / Latest	Applicant / Client

Office Performance and Commitment Rating Form (OPCRF)* (*for School Heads) – one (1) original copy	
Marriage Certificate, if married – one (1) photocopy	Applicant / Client
Leave Card Recommending Indorsement to GSIS Office Service Record – one (1) certified true copy	School Head / OSDS-Personnel Section, Schools Division Office (for School Heads)
Certification of Leave Without Pay – one (1) original copy	School Head / OSDS-Personnel Section, Schools Division Office (for School Heads)
Resignation	
Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent – one (1) original copy	Applicant / Client
Certification of Last Day of Service – one (1) original copy	School Head
School Clearance – one (1) original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Certification of Leave Without Pay – one (1) original copy	School Leave
Regional Clearance (for School Heads) – one (1) original copy	ORD-Legal Section, Regional Office
Certification of Last Payment – one (1) original copy	OSDS-Payroll Section, Schools Division Office
Certification of No Provident Loan – one (1) original copy	Finance Division, Regional Office
Certification of No Pending Administrative Case – one (1) original copy	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)
Statement of Assets and Liabilities as of last day of service – one (1) original copy	Applicant / Client
Latest Individual Performance and Commitment Rating Form (IPCRF) / Latest Office Performance and Commitment Rating Form (OPCRF)* (*for School Heads) – one (1) original copy	Applicant / Client
Separation Claims (due to resignation or early retirement below 60 years old)	
Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent – one (1) original copy	Applicant / Client
GSIS application for Retirement, Separation Life Insurance Benefits – one (1) original copy	OSDS-Personnel Section, Schools Division Office / GSIS Official Website
Certification of Last Day of Service – one (1) original copy	School Head
School Clearance – one (1) original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office

Signed Special Order of Resignation	OSDS-Personnel Section, Schools Division Office
Signed Acceptance of Resignation	Applicant / Client
Statement of Assets and Liabilities as of last day of service – one (1) original copy	Applicant / Client
Latest Individual Performance and Commitment Rating Form (IPCRF) / Latest Office Performance and Commitment Rating Form (OPCRF)* (*for School Heads) – one (1) original copy	Applicant / Client
Regional Clearance (for School Heads) – one (1) original copy	ORD-Legal Section, Regional Office
Certification of Last Day of Service – one (1) original copy	School Head
Certification of Last Payment – one (1) original copy	OSDS-Payroll Section, Schools Division Office
Certification of No Provident Loan – one (1) original copy	Finance Division, Regional Office
Survivorship Claims	
Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent – one (1) original copy	Applicant / Client
GSIS application for Retirement, Separation Life Insurance Benefits – one (1) original copy	OSDS-Personnel Section, Schools Division Office / GSIS Official Website
GSIS Application for Survivorship – one (1) original copy	OSDS-Personnel Section, Schools Division Office / GSIS Official Website
Death Certificate of Member issued by PSA – one (1) original copy	Applicant / Client
Birth Certificate of Member Issued by PSA – one (1) original copy	Applicant / Client
Certification of Last Day of Service – one (1) original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Regional Clearance (for School Heads, Public Schools District Supervisor, and Head of Section) – one (1) original copy	ORD-Legal Section, Regional Office
Certification of No Pending Administrative Case – one (1) original copy	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)
Ombudsman Clearance – one (1) original copy	Office of the Ombudsman
Certification of No Provident Loan – one (1) original copy	Finance Division, Regional Office
Certification of Last Payment – one (1) original copy	OSDS-Payroll Section, Schools Division Office
Statement of Assets and Liabilities as of last day of service – one (1) original copy	Applicant / Client
Leave Card – one (1) photocopy	School Head

Marriage Certificate, if married – one (1) photocopy	Applicant / Client
Survivorship Claims (Additional Requirements for Single Member with Parents)	
Marriage Contract of Members' Parents issued by PSA – one (1) original copy	Applicant / Client
Birth Certificate of Member Parents issued by PSA – one (1) original copy	Applicant / Client
CENOMAR of deceased members – one (1) original copy)	Applicant / Client
Affidavit of surviving legal heirs duly signed by heirs and two witnesses with 2 valid ID's each – one (1) original copy	Applicant / Client
Two (2) valid IDs of member's parents with signature – one (1) photocopy of each ID	Applicant / Client
Survivorship Claims (Additional Requirements for Single Member without Parents but with Siblings)	
Death Certificate of members parents issued by PSA	Applicant / Client
Marriage Contract of Members' Parents issued by PSA	Applicant / Client
Birth Certificate of all siblings of the deceased members issued by PSA	Applicant / Client
Two (2) valid IDs of member's parents with signature – one (1) photocopy of each ID	Applicant / Client
CENOMAR of deceased members – one (1) original copy)	Applicant / Client
Affidavit of surviving legal heirs duly signed by heirs and two witnesses with 2 valid ID's each – one (1) original copy	Applicant / Client
Marriage Contract of all female siblings of the deceased member issued by PSA – one (1) original copy	Applicant / Client
Waiver of Rights	Applicant / Client
Survivorship Claims (Additional Requirements for Married Member)	
Marriage Certificate between the deceased member and his or her spouse issued by PSA – one (1) original copy	Applicant / Client
CENOMAR of deceased and spouse – one (1) original copy	Applicant / Client
Affidavit of surviving legal heirs duly signed by heirs and two witnesses with 2 valid ID's each – one (1) original copy	Applicant / Client
Birth Certificate of Spouse issued by PSA – one (1) original copy	Applicant / Client
Birth Certificate of Children issued by PSA – one (1) original copy	Applicant / Client
Two (2) valid IDs of Spouse, Children, and 2 witnesses with signature – one (1) photocopy for each ID	Applicant / Client
Terminal Leave Benefit Claims	

Letter Request for Terminal Leave Monetization – one (1) original copy	Applicant / Client
CSC Form 6 – one (1) original copy	CSC Website / OSDS-Personnel Section, Schools Division Office
Certification of Terminal Benefit Leave (TLB) has not been claimed – one (1) original copy	CSC Website / OSDS-Personnel Section, Schools Division Office
Letter Intent to Retire – one (1) photocopy	Applicant / Client
Approved GSIS Application form – one (1) photocopy	OSDS-Personnel Section, Schools Division Office
Leave Card – one (1) photocopy	School Head
Marriage Certificate, if married – one (1) photocopy	Applicant / Client
Death Certificate for Deceased Retiree – one (1) photocopy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements within the prescribed timeline	1.1 Receive the submitted documents	None	5 minutes	Administrative Officer II / Administrative Assistant
	1.2 Check completeness of the submitted documents	None	1 hour	Administrative Officer II / Administrative Assistant
	1.2 Prepare Endorsement Letter and forward to School Head for signature	None	2 hours	Administrative Officer II / Administrative Assistant
	1.3 Sign the Endorsement Letter and return to personnel in-charge	None	1 day	School Head
	1.4 Release the Endorsement Letter and documentary requirements submitted by the Client to the Schools Division Office*	None	30 minutes	Administrative Officer II / Administrative Assistant
	TOTAL:	**None**	**1 day, 3 hours, 35 minutes**	

3. Application for Special Order for Service Credits Earned or Certification of Compensatory Time Credits

Vacation service credits or compensatory time credits are given for work rendered by the School's teaching or non-teaching personnel beyond regular functions or work hours/days where payment of honorarium or overtime pay is not possible. In addition, there are situations where extraordinary work is demanded from teaching and non-teaching personnel, including those that expose their lives to certain risks, and for which monetary compensation is not enough. Thus, extra non-monetary compensation is justified through the provision of service credits for teaching personnel and compensatory time credits for non-teaching personnel.

This service charter narrates the procedures for the application for Special Order for Service Credits Earned, which can be requested by teaching personnel, or the Certification of Compensatory Time Credits, which can be requested by non-teaching personnel.

Office or Division:	Schools
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Active Teaching or Non-Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Accomplishment Report duly signed by the Client and concurred by the immediate supervisor – one (1) original copy	Applicant / Client
Duly signed Daily Time Record (DTR) or Biometric Report of Attendance (CS Form 48) – one (1) original copy	Applicant / Client
Memorandum re: activity conducted, if applicable – one (1) photocopy	Program Facilitator / Proponent
Certificate of Appearance, if applicable – one (1) photocopy	Program Facilitator / Proponent
Certificate of Attendance (e.g. Brigada Eskwela), if applicable – one (1) photocopy	Applicant / Client
COMELEC Appointment (for National, Local, or Barangay Election), if applicable – one (1) photocopy	Commission on Election

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	1.1 Check submitted documents	None	30 minutes	Administrative Officer II / Administrative Assistant
	1.2 Prepare Endorsement Letter and forward to School Head for signature	None	2 hours	Administrative Officer II / Administrative Assistant
	1.3 Sign the Endorsement Letter and return to personnel in-charge	None	1 day	School Head

	1.4 Release the Endorsement Letter and documentary requirements submitted by the Client to the Schools Division Office*	None	30 minutes	Administrative Officer II / Administrative Assistant
	TOTAL:	**None**	**1 day, 3 hours**	

4. Processing of Programs, Projects, and Activities (PPAs) Proposal

In school, teachers have ideas and programs they hope will make learning better and more meaningful for their learners. The Project Proposal Endorsement supports these efforts by guiding and reviewing their proposals and ensuring that all proposed projects are systematically reviewed and aligned with the School Improvement Plan (SIP), Annual Implementation Plan (AIP), and DepEd priorities. This service enables the Project Development Officer (PDO) and/or School Planning Team to assess the relevance, feasibility, and compliance of proposals, ensuring efficient use of resources and proper planning before endorsement to the School Head, while promoting transparency, accountability, and effective project implementation.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teacher, Proponent/ Project Implementer			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
Project Proposal and Activity Design – one (1) original copy		Teacher, Proponent/ Project Implementer		
SIP/AIP Reference – one (1) photocopy		School Head		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete documentary requirements	1.1 Check and review submitted requirements	None	30 minutes	Project Development Officer-in-charge / Admin Officer-in-charge
	1.2 Evaluate alignment with SIP/AIP and provide feedback to Client regarding the reviewed proposal	None	1 day	Project Development Officer-in-charge / Admin Officer-in-charge
	1.3 Submit reviewed proposal to School Head for approval	None	1 hour	Project Development Officer-in-charge / Admin Officer-in-charge

	1.4 Review and approve proposal and return to PDO/AO-in-charge for release	None	2 hours	School Head
	1.5 Return the reviewed and approved proposal to the proponent for finalization	None	15 minutes	Project Development Officer-in-charge / Admin Officer-in-charge
2. Submit the finalized proposal	2.1 Prepare Endorsement Letter and forward to the School Head for signature	None	1 hour	Project Development Officer-in-charge / Admin Officer-in-charge
	2.2 Sign the Endorsement Letter	None	1 day	School Head
	2.3 Submit the Endorsement Letter with the final proposal to the Schools Division Office	None	1 hour	Administrative Officer II / Administrative Assistant
	TOTAL:	**None**	**2 days, 5 hours, 45 minutes**	

5. Reimbursement of Training Expenses

Reimbursement of training expenses charged to local funds is a process through which a school refunds eligible costs incurred by teachers and non-teaching personnel who participate in approved seminars, workshops, certification, or continuing educational programs.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Teaching and Non-teaching Personnel of School

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Training/Activity Memorandum – one (1) photocopy	Program Proponent/Faciltator from the Schools Division Office, Regional Office, or Central Office
Travel Order – one (1) original copy	Client
Official Receipts / CENPR / Appendices A & B – one (1) original copy	Client
Certificate of Appearance – one (1) original copy	Program Proponent/Faciltator from the Schools Division Office, Regional Office, or Central Office
Travel Itinerary – one (1) original copy	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**