

**VII. INSTRUCTION UNIT
FRONTLINE SERVICES**

**1. INSTRUCTION UNIT'S FRONTLINE SERVICE
TOTAL RESPONSE TIME**

**: PROVISION OF STUDENT'S CLEARANCE AND COPY OF GRADE
: 5 MINUTES**

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	FEE	RESPONSIBLE PERSON	LOCATION
CLIENT	SERVICE PROVIDER					
1. Request for Student's clearance	2. Interview client on reasons and purpose	2-5 minutes	Clearance form	NONE	Adviser and Department Head	Faculty Room
	3. Signs the clearance	1 minute		None	Adviser and Department Head	Faculty Room
END OF TRANSACTION						
For other inquiries, please feel free to ask the Director of Instruction or the concern Department Head						

2. INSTRUCTION UNIT'S FRONT LINE SERVICE : PROVISION OF COPY OF GRADE
 TOTAL RESPONSE TIME : 3 MINUTES

STEP-BY-STEP PROCEDURE		DURATI ON	REQUIREMENTS	FEE	RESPONSIBLE PERSON	LOCATION
CLIENT	SERVICE PROVIDER					
1. Request for copy of grades (class card)	2. Checks student's records and gives the class card	2-3 mins.	Request of student (Verbal)	None	Faculty Concerned	Faculty Room
END OF TRANSACTION						