



MAASAI MARA UNIVERSITY

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2008

REGISTRAR ACADEMIC AFFAIRS PROCEDURE MANUAL

MMU/RAAPM/RAA/2013

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TABLE OF CONTENTS

PROCEDURE NUMBER 1: ADMISSION OF STUDENTS 3

PROCEDURE NUMBER 2: REGISTRATION OF NEW STUDENTS 6

PROCEDURE NUMBER 3: INTER/INTRA SCHOOL TRANSFERS 8

PROCEDURE NUMBER 4: ADMINISTRATION OF UNIVERSITY EXAMINATIONS 10

PROCEDURE NUMBER 5: HANDLING EXAMINATION IRREGULARITIES 13

PROCEDURE NUMBER 6: STUDENT CLEARANCE..... 16

PROCEDURE NUMBER 7: GRADUATION..... 17

PROCEDURE NUMBER 1: ADMISSION OF STUDENTS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure accountability, timeliness and consistency in admission of new students.

1.2 SCOPE

This procedure covers admission of students into both Government and Privately Sponsored Programmes at Masai Mara University.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Current Joint Admissions Board policies and procedures.
- c) Current MMU admissions criteria.

1.4 TERMS AND DEFINITIONS

- a) AA – Academic Affairs.
- b) DVC, AA – Deputy Vice Chancellor, Academic Affairs.
- c) GSS – Government Sponsored students.
- d) JAB – Joint Admissions Board.
- e) PSSP – Privately Sponsored Student Programmes.
- f) Dean – Dean of School.

1.5 PRINCIPAL RESPONSIBILITY

The Registrar (AA) ensures that this procedure is adhered to and maintained.

2.0 METHOD

2.1 Admission of Government Sponsored Students

- 2.1.1 This shall start with the Registrar (AA) requesting the Deans of Schools to provide capacities in their various Schools upon receipt of communication from the JAB. The Communication shall indicate a deadline for submission of the proposed capacities.
- 2.1.2 Upon receipt of the communication, the Deans of Schools shall in liaison with the respective Chairmen of Departments establish the capacities for various programmes guided by the available resources.
- 2.1.3 Upon establishment of the proposed capacities, the Deans of Schools shall forward them to the Registrar (AA) who shall in turn consolidate and table the list in a Senate meeting for consideration and approval.

- 2.1.4 Upon approval, the Registrar (AA) shall forward the capacities to the JAB Secretariat.
- 2.1.5 Upon receipt of the list of admitted students from JAB, the Registrar (AA) shall prepare and issue admission letters and joining instructions to the admitted students at least two months before the reporting date.
- 2.2 Admission of PSSP Students**
- 2.2.1 This shall start at least four months to the commencement of a semester with the Registrar (AA) requesting Deans of Schools to submit a list of programmes to be advertised.
- 2.2.2 Upon receipt of the request, the Deans shall convene a School Board meeting to determine the programmes to be offered in the subsequent semester.
- 2.2.3 In determining the programmes to be offered, the meeting shall consider the resources available; both human and physical.
- 2.2.4 After the meeting, the Dean shall forward the list of programmes to the Registrar (AA) who shall in turn consolidate the lists, prepare a draft advertisement and forward them to the DVC (AA) for approval.
- 2.2.5 In approving the list of programmes and the advertisement, the DVC (AA) shall consider the following:-
- a) Whether the admission requirements outlined in the advertisement tally with the University Admission criteria,
 - b) Budgetary allocation, and
 - c) Adherence to the academic calendar of events.
- 2.2.6 In the event of disapproval, the DVC (AA) shall give recommendations and return it to the Registrar (AA) for amendment and resubmission.
- 2.2.7 After approval the Registrar (AA) shall liaise with the CA to place the advertisement in the press within one week.
- 2.2.8 Upon receipt of duly completed application forms, the Assistant Registrar, Admissions shall sort them, record them in the applications register and forward them to the relevant Deans for evaluation.
- 2.2.9 Upon receipt of the application forms, the Dean shall either recommend or fail to recommend the applicants for admission based on the admission criteria for the respective programme.

- 2.2.10 The Dean shall then return the application forms to the Assistant Registrar, Admissions who shall prepare admission letters for the successful applicants and regret letters for the unsuccessful applicants and forward them to the Registrar (AA) for approval.
- 2.2.11 In approving the letters, the Registrar (AA) shall confirm whether the applicants meet the admission requirements.
- 2.2.12 In the event that an applicant does not meet the minimum admission requirements, the Registrar (AA) shall give recommendations and return the letter to the Assistant Registrar, Admissions for appropriate action.
- 2.2.13 After approval of the admission letters, the Assistant Registrar, Admissions shall post the letters to the applicants.
- 2.2.14 During the subsequent Senate meeting, the Registrar (AA) shall table the list of successful applicants for noting.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Joining instructions.
- 3.2 JAB Lists.
- 3.3 Evidence of meetings (Minutes).
- 3.4 Copies of advertisements.
- 3.5 Copies of admission letters.
- 3.6 Copies of regret letters.

PROCEDURE NUMBER 2: REGISTRATION OF NEW STUDENTS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure accountability and consistency in the registration of students.

1.2 SCOPE

This procedure applies to the registration of all students of Masai Mara University, including collaborating Institutions.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Current MMU Financial Regulations,
- c) Current MMU Common Examination Rules and Regulations,

1.4 TERMS AND DEFINITIONS

- a) AA – Academic Affairs
- b) DVC (AA) – Deputy Vice Chancellor, Academic Affairs
- c) Dean – Dean of a School.
- d) Dean of School – Academic and Administrative Head of a School.
- e) GSS – Government Sponsored students
- f) JAB – Joint Admissions Board

1.5 PRINCIPAL RESPONSIBILITY

The Registrar (AA) shall ensure that this procedure is adhered to and maintained.

2.0 METHOD

- 2.1 This procedure shall start at least a week to the reporting date with the Registrar (AA) convening a meeting with the various departmental representatives to review their readiness for the registration of students. The meeting shall also allocate responsibilities to the respective officers to be involved in the registration exercise.
- 2.2 On the reporting date, the ushers shall receive students and issue them with a checklist clearly indicating the stages for the registration exercise and guide them to the registration venue.
- 2.3 Officials from the Admission's office shall verify academic certificates and other relevant documents to ascertain their adequacy and authenticity.

- 2.4 In the event that the documents are not adequate and/or are not authentic, the officials shall advise the students accordingly.
- 2.5 If the documents are adequate and authentic, the Officials shall sign the registration form and refer the student to the Student Finance desk for fees payment.
- 2.6 The officials from the Finance Office shall as per the revenue collection procedure number 3 in the Finance Procedure Manual receive the fees payment documents, sign on the registration form and refer the students to the Library desk.
- 2.7 The registration officials from the Library shall as per the registration of library users number 6 in the Library Procedure Manual register the students, sign the registration forms and refer the students to the Accommodation desk for room allocation.
- 2.8 The registration officials from the Accommodation desk shall as per the room allocation procedure number 1 in the Catering and Accommodation Procedure Manual allocate rooms to the GSS students, sign the registration forms and refer the students to the respective desks for the Schools for signing of the nominal roll. For PSSP students, the officials at the Accommodation desk shall mark on the registration form “Nonresident” before signing them.
- 2.9 The representatives of the various Schools shall verify whether the students have gone through the due process before allowing them to sign the nominal roll.
- 2.10 After signing the nominal roll, the representatives from the various Schools shall issue the students with course registration forms.
- 2.11 After the registration exercise, the Registrar (AA) shall ensure that the duly filled and signed registration forms are forwarded to the Academic registry for filing.

Note: Students who do not sign the nominal roll during registration shall be required to do so within three weeks failure to which the Registrar (AA) shall require them to defer their studies.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Registration checklist.
- 3.2 Evidence of meetings (minutes).
- 3.3 Registration forms.
- 3.4 Course Registration Forms.

PROCEDURE NUMBER 3: INTER/INTRA SCHOOL TRANSFERS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure accountability, transparency, timeliness and consistency in the undertaking inter/Intra School transfers.

1.2 SCOPE

This procedure applies to all School inter/intra transfers of students admitted into Government Sponsored programmes at Masai Mara University.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Current JAB Subject clusters guidelines.

1.4 TERMS AND DEFINITIONS

- a) AA – Academic Affairs
- b) DVC (AA) – Deputy Vice Chancellor Academic Affairs
- c) Dean – Dean of School.
- d) Dean of School – Academic and Administrative Head of a School
- e) GSS – Government Sponsored Students.
- f) JAB – Joint Admissions Board

1.5 PRINCIPAL RESPONSIBILITY

The Registrar (AA) shall ensure that this procedure is implemented effectively.

2.0 METHOD

- 2.1 This procedure shall start at the beginning of the second week of the first semester of the academic year with the Registrar (AA) sending out a notice to all GSS who wish to transfer from a programme to collect application forms from the Admissions office.
- 2.2 Upon receipt of a duly completed form, the Assistant Registrar, Admissions shall review each application to establish whether the applicant meets the minimum JAB requirements for the programme he/she wishes to transfer to.
- 2.3 In the event that the applicant does not meet the requirements, the Assistant Registrar, Admissions shall advise him/her accordingly.
- 2.4 If the student meets the requirements, the Assistant Registrar, Admissions shall prepare a summary for discussion in the Deans Committee.

- 2.5 After expiry of the transfer application period, the Registrar (AA) in liaison with the DVC (AA) shall convene a Deans Committee meeting to consider and approve the transfer request.
- 2.6 In approving the transfers, the Deans Committee shall consider the implications of the transfers sought on the various programmes.
- 2.7 After the meeting, the Registrar (AA) shall as per the communication procedure number 1 in the Administration Procedure Manual communicate the decision of the Deans Committee to the applicants within two (2) working days.
- 2.8 In the event a student appeals against the decision of the Deans Committee, the Chairman of the Senate shall table the appeal in a special Senate meeting for consideration. The Registrar (AA) shall communicate the decision of the Senate to the student.
- 2.9 The Assistant Registrar, Admissions shall effect the changes in the details of the successful applicants, prepare transfer letters and issue them out to the applicants.
- 2.10 Once the students report to the new programmes, the Chairpersons of the departments shall issue them with course registration forms for registration of courses.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Inter/intra school transfer application forms.
- 3.2 Summary of applicants.
- 3.3 Evidence of meetings.
- 3.4 Transfer letters.

PROCEDURE NUMBER 4: ADMINISTRATION OF UNIVERSITY EXAMINATIONS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure accountability, transparency, timeliness and consistency in the administration of University examinations.

1.2 SCOPE

This procedure applies to the administration of regular and special/supplementary examinations offered at Masai Mara University.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Current Common Rules and Regulations for Undergraduate Examinations.
- c) Current Common Rules and Regulations for Postgraduate Examinations.
- d) Current Common Rules and Regulations for Diploma and Certificate Examinations.

1.4 TERMS AND DEFINITIONS

- a) DVC, AA – Deputy Vice Chancellor Academic Affairs.
- b) AA – Academic Affairs.
- c) COD – Chairpersons of Department.
- d) Regular Examinations – Examinations offered to students at the end of every semester.

1.5 PRINCIPAL RESPONSIBILITY

The Registrar (AA) shall ensure that this procedure is fully executed.

2.0 METHOD

- 2.1 This procedure shall start at least a month to the commencement of an academic year with the Registrar (AA) preparing the academic calendar and schedule of examination activities.
- 2.2 In preparing the academic calendar and schedule of examination activities, the Registrar (AA) shall be guided by the Common Examinations Rules and Regulations for the various programmes of the University.
- 2.3 After preparation of the academic calendar and schedule of examination activities, the Registrar (AA) shall table them in the subsequent Senate meeting for approval.
- 2.4 In approving the academic calendar and schedule of examination activities, Senate shall consider the following:-

- a) Adherence to the Common Examinations Rules and Regulations for the various programmes, and
 - b) Inclusion of all the academic activities in the academic calendar and schedule of examination activities.
- 2.5 In the event of disapproval, the Registrar (AA) shall amend the documents taking into account the recommendations of Senate.
- 2.6 Upon approval the Registrar (AA), shall release the academic calendar to the Schools, and other relevant offices and students notice boards for information and necessary action. The Registrar (AA) shall circulate the schedule of examination activities to the CoDs.
- 2.7 Upon receipt of moderated examination papers from CoDs, the University Examinations Officer shall ensure that the examinations are typed by designated secretaries within two weeks of receipt of the examinations.
- 2.8 Once the examinations are typed, the University Examinations Officer shall as per the communication procedure number 1 in the Administration Procedure Manual invite the respective course lecturers to proof read the examinations.
- 2.9 The University Examinations Officer shall ensure that the course lecturers complete the examination proof reading form after proof reading the examination papers.
- 2.10 After all examination papers are proof read, the University Examinations Officer shall ensure that any corrections are made, the examination papers photocopied and packaged at least two (2) weeks before the start of the University examinations.
- 2.11 At least two weeks to the start of the examinations, the University Examinations Officer shall ensure that eligible students are issued with examination cards.
- 2.12 On the examination administration date, the University Examinations Officer shall issue examination papers and related materials to the Chief invigilators before the start of examinations and ensure that they sign the examination collection forms.
- 2.13 Upon receipt of examinations attendance forms and incident recording form after examination administration, the University Examinations Officer shall file the documents.
- Note 1:** After scheduling of supplementary/special examinations by the Senate, the Registrar (AA) shall communicate the said dates to the affected students.

Note 2: Administration of supplementary/special examinations shall be as per the above procedure.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Evidence of communication.
- 3.2 Evidence of meetings.
- 3.3 Examination collection form.
- 3.4 Examinations attendance record.
- 3.5 Incident recording form.

PROCEDURE NUMBER 5: HANDLING EXAMINATION IRREGULARITIES**1.0 GENERAL****1.1 PURPOSE**

The purpose of the procedure is to ensure transparency, consistency and timeliness in handling examination irregularities.

1.2 SCOPE

This procedure applies to the handling of all examination irregularities at MMU.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Current Common Rules and Regulations for Undergraduate Examinations
- c) Current Common Rules and Regulations for Postgraduate Examinations
- d) Current Common Rules and Regulations for Diploma and Certificate Examinations

1.4 TERMS AND DEFINITIONS

- a) AA – Academic Affairs
- b) DVC(AA) – Deputy Vice Chancellor Academic Affairs
- c) Dean – Dean of School.
- d) Dean of School – Academic and Administrative Head of a School.
- e) CoD – Chairperson of Department.

1.5 PRINCIPAL RESPONSIBILITY

The Registrar (AA) ensures that the procedure is strictly adhered to.

2.0 METHOD**2.1 Disciplinary Procedure**

- 2.1.1 This shall start with the Registrar (AA) receiving a detailed report and alluded evidences on an examination irregularity from a CoD.
- 2.1.2 Upon receipt of the report, the Registrar (AA) shall within a day forward the report and the evidences to the Chairperson of the Standing Committee of Senate on examination irregularities.
- 2.1.3 After receipt of the report and evidences, the Chairperson of the Standing Committee shall within fourteen days convene a committee meeting to consider the report and the evidences.

- 2.1.4 Prior to the meeting, the Registrar (AA) shall as per the communication procedure number 1 in the Administration Procedure Manual invite the student to appear before the Standing Committee of Senate on Examination irregularities.
- 2.1.5 During the meeting, the committee shall give the student and any witness a hearing, before making a decision on the case based on the evidence presented, with reference to the disciplinary actions provided for in the Common Rules and Regulations for respective programmes.
- 2.1.6 After the committee meeting, the Registrar (AA) shall as per the communication procedure number 1 in the Administration Procedure Manual communicate the verdict of the committee to the concerned student. The communication shall be within five (5) working days from the time of the verdict.
- 2.1.7 During the subsequent Senate meeting, the Registrar (AA) shall report the decision of the standing committee for information.

2.2 Disciplinary Appeal Process

- 2.2.1 This shall start with the Chairman of Senate receiving an appeal against a decision of the Standing Committee on Examination Irregularities within the allowable appeal period.
- 2.2.2 Upon receipt of the appeal, the Chairman of Senate shall refer the matter to the Chairman of the standing Examination Irregularities Appeals Committee who shall within fourteen (14) days convene a meeting of the committee to consider the appeal.
- 2.2.3 Prior to the meeting, the Registrar (AA) shall as per the communication procedure number 1 in the Administration Procedure Manual invite the affected student to appear before the Standing Examination Irregularities Appeals Board.
- 2.2.4 During the meeting, the Board shall make a decision on the appeal based the grounds of appeal presented by the student. The decision arrived at shall be based on the respective Common Examination Rules and Regulations.
- 2.2.5 After the meeting, the Registrar (AA) shall within one month present the decision of the Standing Examination Irregularities Appeals Board in a Senate meeting for ratification.
- 2.2.6 The Registrar (AA) shall within five (5) working days after the meeting communicate the decision of Senate to the affected student.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Evidence of communication.
- 3.2 Evidence of meetings.

- 3.3 Incident Reporting form
- 3.4 Evidence of examination irregularities.
- 3.5 Appeal letters.
- 3.6 Invigilators Report.

PROCEDURE NUMBER 6: STUDENT CLEARANCE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to outline the steps to be followed in the student clearance process so as to ensure that there is accountability and consistency in students' clearance.

1.2 SCOPE

This procedure applies to the clearance of all students of Masai Mara University who have completed their studies or officially withdrawn from the University.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) The University Financial Regulations
- c) Narok University Service Delivery Charter

1.4 TERMS AND DEFINITIONS

- a) AA – Academic Affairs

1.5 PRINCIPAL RESPONSIBILITY

The Registrar (AA) ensures that this procedure is adhered to and maintained.

2.0 METHOD

- 2.1 This procedure shall start with the Assistant Registrar, Admissions issuing a student with a clearance form upon receipt of a request.
- 2.2 All the Head of Departments/Sections shall clear a student by indicating on the clearance form after confirmation that he/she has fulfilled all requirements.
- 2.3 Upon receipt of the duly completed clearance form from a student, the Assistant Registrar, Admissions shall issue the student with a clearance certificate and forward the clearance forms to the Students registry for filing.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Clearance Forms
- 3.2 Clearance Certificate

PROCEDURE NUMBER 7: GRADUATION

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to outline the steps undertaken to prepare and conduct graduation of students who have successfully completed their programmes and have satisfied all other set requirements graduate.

1.2 SCOPE

This procedure applies to the organization of all graduations in Maasai Mara University and collaborating Institutions.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) MMU service delivery charter.
- c) Graduation lists from Schools.

1.4 TERMS AND DEFINITIONS

- a) DVC (AA) – Deputy Vice Chancellor Academic Affairs.
- b) Dean – Academic and Administrative Head of a School.
- c) COD – Chairpersons of Department
- d) Assistant Registrar: (SR&T) – Assistant Registrar (Student Records and Transcripts).
- e) Graduand – A student who has been approved by Senate to graduate.
- f) Graduation list – The list of students who have been met the requirements for various awards of Diploma and degrees.

1.5 PRINCIPAL RESPONSIBILITY

The Deputy Vice Chancellor (AA) shall ensure that the procedure is strictly adhered to.

2.0 METHOD

- 2.1 This procedure shall start with the VC in consultation with the Chancellor setting and including the graduation date in the academic calendar.
- 2.2 At least three months to the graduation, the Graduation Committee Chairperson shall as per the meetings procedure number 4 in the Administration Procedure Manual convene a meeting with the committee to plan for the graduation.
- 2.3 In planning for the graduation, the committee shall constitute sub-committees with specific terms of reference. The sub-committees shall include but not limited to:-
 - a) Press and publicity sub-committee,

- b) Academic sub-committee,
 - c) Hospitality and protocol sub-committee, and
 - d) Physical facilities sub-committee.
- 2.4 The DVCs shall oversee the operations of the committees and address any issues arising.
- 2.5 At least two weeks to the graduation date, the Registrar (AA) shall as per the communication procedure notify the graduands of the graduation date and the criteria for collecting the graduation gowns.
- 2.6 The Registrar (AA) shall ensure that the gowns are available at the respective Deans offices for collection by the graduands.
- 2.7 The Deans shall issue the gowns to graduands upon confirmation of payment of the required fees, at least three (3) days to graduation.
- 2.8 The DVC (AA) shall conduct a rehearsal a day before the graduation ceremony.
- 2.9 On the graduation date, the DVC (AA) shall ensure that the graduation is undertaken as per the programme and address any issues.
- 2.10 One week after the graduation ceremony, the VC shall convene a postmortem graduation committee meeting to review the events of the ceremony. This shall inform subsequent graduation ceremonies.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Minutes of the Graduation Committee and Senate
- 3.2 Graduation booklet
- 3.3 University Statutes
- 3.4 Academic Calendar

PROCEDURE NUMBER 8: PROCESSING AND ISSUANCE OF OFFICIAL TRANSCRIPTS AND ACADEMIC CERTIFICATES

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to outline the steps to be followed in processing and issuance of official transcripts and academic certificates to ensure accountability, timeliness and consistency in the process.

1.2 SCOPE

This procedure applies to the preparation and issuance of all official transcripts and certificates for all academic programmes offered at Maasai Mara University.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Consolidated Mark sheets.
- c) Common Rules and Regulations for Undergraduate Examinations
- d) Common Rules and Regulations for Postgraduate Examinations
- e) Graduation lists approved by Senate
- f) Graduation Booklet
- g) Maasai Mara Service Delivery Charter

1.4 TERMS AND DEFINITIONS

- a) AA – Academic Affairs.
- b) DVC (AA) – Deputy Vice Chancellor Academic Affairs.
- c) Dean – Academic and Administrative Head of a School.
- d) COD – Chairperson of Department.

1.5 PRINCIPAL RESPONSIBILITY

The Registrar (AA) ensures that the procedure is strictly adhered to.

2.0 METHOD

2.1 Issuance of Official Transcripts

- 2.1.1 This shall start with the Registrar (AA) receiving approved and consolidated mark sheets from the Schools two (2) weeks after the results are approved by Senate.
- 2.1.2 Upon receipt of the consolidated mark sheets the Registrar (AA) shall ensure that transcripts are prepared within two (2) weeks.
- 2.1.3 The Assistant Registrar (SR & T) shall then issue transcript request forms to students.

2.1.4 Upon receipt of a duly completed transcript request form, the Assistant Registrar (SR & T) issues the transcript to the applicant after confirmation that the student is duly cleared.

2.1.5 The Assistant Registrar (SR & T) shall ensure that the student signs the transcript collection register upon collection of the transcripts.

2.2 Issuance of Academic Certificates

2.2.1 At least two (2) weeks before the graduation date, the Registrar (AA) shall inform graduands of the academic certificates collection schedule.

2.2.2 After the graduation, the Assistant Registrar (Examinations) shall issue certificates to graduates guided by the schedule upon confirmation that they have fulfilled the following requirements:-

- a) Production of the National Identification Card
- b) Surrender of the Student Identification Card
- c) Gown Collection Form
- d) Clearance Certificate

2.2.3 The Assistant Registrar (Examinations) shall ensure that the student signs the certificate collection register upon collection of the certificate.

Note 1: Those who did not attend the graduation ceremony will be required to submit graduation and convocation fee receipts.

Note 2: Issuance of academic certificates shall be within two (2) weeks after graduation.

3.0 LIST OF APPLICABLE RECORDS

3.1 Clearance Forms.

3.2 Gown Collection Forms

3.3 Certificate Collection Register

3.4 Graduation Booklet