

1. Issuance of Academic School Record (Referral from the School of the Non-Availability of School Records)

This service provides the process of issuing the available academic school records of learners/graduates endorsed by the school with no available academic school records in accordance with DepEd Order No. 048, s.2017 (Policy and Procedural Guidelines on the CAV of Basic Education School Records).

Office or Division:	Records Unit, Office of the Schools Division Superintendent	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)	
Who may avail:	Learners/Graduates, Schools	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
School Referral Form (CAV Form 2) – one (1) original copy	School attended	
Identification Card - One (1) original copy and One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: <ul style="list-style-type: none"> • Philippine Identification System (PhilSys) ID/ePhilID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID 	Client	
Additional Requirement if data of learner is with discrepancy/ies		
PSA Birth Certificate- one (1) original copy	PSA	
For Authorized Representative		
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: <ul style="list-style-type: none"> • Philippine Identification System (PhilSys) ID/ePhilID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID 	Authorized Representative	
Authorization Letter (if representative is an immediate family) one (1) original copy	Client	

Special Power of Attorney (SPA) (if representative is non-immediate family) – One (1) original copy		Client /Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If School Academic Record is present in the SDO				
A.1 Submit the School Referral Form (SRF)	A.1.1 Receive the SRF	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
	A.2.2 Search for the appropriate Academic School Records (ASR) a. If the records are available, proceed to A.2.3. b. If records are not available, proceed to B.1.3	None	1 hour	Administrative Officer IV, OSDS-Records Unit
	A.2.3 Check and validate the correctness and completeness of the information in the RF a. if no discrepancy/ies proceed to A.2.4 b. If with discrepancy/ies, inform the client and refer to the process on the correction of school entries	None	10 minutes	Administrative Officer IV/ Administrative Aide VI, OSDS-Records Unit
	A.2.4 Prepare the Validated Academic School Records (ASR) and return endorsement to the school (CAV Form 8) for SDS signature	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	A.2.5 Review and affix signature on endorsement (CAV Form 8), and forward signed endorsement to Records Unit for releasing	None	1 hour	Schools Division Superintendent

	A.2.7 Receive signed endorsement and prepare Validated ASR, and release to School/Client.	None	5 Minutes	Administrative Aide VI, OSDS-Records Unit
B. If School Academic Record is not present in the SDO				
B.1 Submit the School Referral Form (SRF)	B.1.1 Receive the SRF	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
	B.1.2 Search for the appropriate Academic School Records (ASR)	None	1 hour	Administrative Officer IV, OSDS-Records Unit
	B.1.3 Inform the requesting school that there is no record thru a Certification of Non-Availability of ASR (CAV Form 7)	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	B.1.2 Prepare and issue the Certification of Non-Availability of ASR (CAV Form 7)	None	15 minutes	Administrative Officer IV, OSDS-Records Unit/ Administrative Officer V
	B.1.3 Release the Certification to the School/Client	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
TOTAL (If School Academic Records are present in the SDO):		None	2 hours and 35 minutes	
TOTAL (If School Academic Records is not present in the SDO)		None	1 hour and 40 minutes	