




QUALITY MANUAL

2016

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	CEBU NORMAL UNIVERSITY-QM	Effectivity:	October 27, 2016


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0.2 INTRODUCTION

This Quality Manual defines and clarifies policies, systems, and procedures adopted to implement and continuously improve the Cebu Normal University's quality management system.

This Quality Manual, together with associated documents mentioned hereto, aims to:

- To describe the basic elements of the QMS of the Cebu Normal University and serve as reference in its implementation and continual improvement.
- To inform the internal and external stakeholders and enable them to observe and implement the Quality System that is being maintained at the Cebu Normal University.
- To serve as reference and guide for newly hired personnel and make them familiar and appreciate the Cebu Normal University's Quality System.

0.3 CEBU NORMAL UNIVERSITY PROFILE

0.3.1 Background

Cebu Normal University, then Cebu Normal School (CNS), was founded in 1902 by virtue of Act No. 74 of the Philippine Commission. It was originally located on Colon Street, occupying a rented space in the Colegio Logarta Building. In 1906 through Act No. 372, and upon the establishment of the Cebu Provincial High School, (now Abellana National High School) on Jones Avenue (now Osmeña Boulevard), it became an adjunct of said school and operated as a branch of PNU for secondary schooling. As it obtained the normal school status in 1924, it moved to its current site where Cebu Normal University stands today.

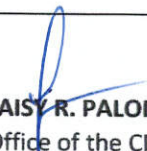
The 4-year secondary curriculum CNS offered was changed into a 2-year curriculum – the Junior Normal which later became the Elementary Teacher Certificate. The outbreak of WWII in 1944 converted the school into a garrison of the Japanese Kempetai. After the war, it adopted the 2-year general curriculum. In 1952, it offered the 4-year elementary education curriculum, which in 1954, was offered as Bachelor of Science in Elementary Education major in Elementary Methods. In same year, Cebu Normal School was categorized as a tertiary level institute by virtue of R.A. No. 975 and was authorized to confer the degree, "Bachelor of Science major in Elementary Methods." In 1959, this was offered as Bachelor of Science in Elementary Education. In 1960, it opened the Graduate School and had its first graduate in 1966.


In 1967, R.A. No. 5128 converted Cebu Normal School into Cebu Normal College which was also converted into Cebu State College in 1976 became Cebu State College by virtue of PD. No. 944. In 1998, it's obtained its university status by the passage of R.A. No. 8688, otherwise known as the Charter of Cebu Normal University.

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Among the celebrated alumni of Cebu Normal University are the following: Former Secretary of Education, Sec. Narciso Albarracin; Former Chief Justice of the Supreme Court and Senate President, Hon. Marcelo Fernan; Former Asst. Director Dr. Felipe Guiang of the Bureau of Higher Education; Former President of the UP System Dr. Emmanuel Soriano; another Former UP President Dr. Francisco Nemenzo; Former President of the University of San Carlos, Fr. Florencio Lagura; Former President of Notre Dame University, Fr. Joselito Arong; Former Ambassador Victoriano Lecaros; Former PCCG Commissioner Atty. Ruben Carranza; Former DOTC Undersecretary Atty. Aristotle Batuhan, and many more who have become newsmakers for their legendary feats till the current times here and abroad.

Today, Cebu Normal University continues to build strength on its name along Instruction, Research, Extension and Production.

0.3.2 Mission and Vision (As approved by CNU BOR RESOLUTION No. 13 S. 2010)

Vision

A leading multi-disciplinary research university of education committed to build a strong nation

Mission

To develop high-performing professional educators who generate new knowledge and build progressive and pluralistic communities

0.3.3 Thrusts

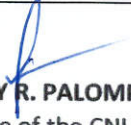
The CNU Mission comprises three mutually reinforcing thrusts:

- Transformative education that nurtures thinking individuals who are valued members and leaders of society;
- High impact researches that push the boundaries of knowledge in education and contribute to improving communities; and
- Strong partnerships that collectively and creatively address the development gaps of communities.

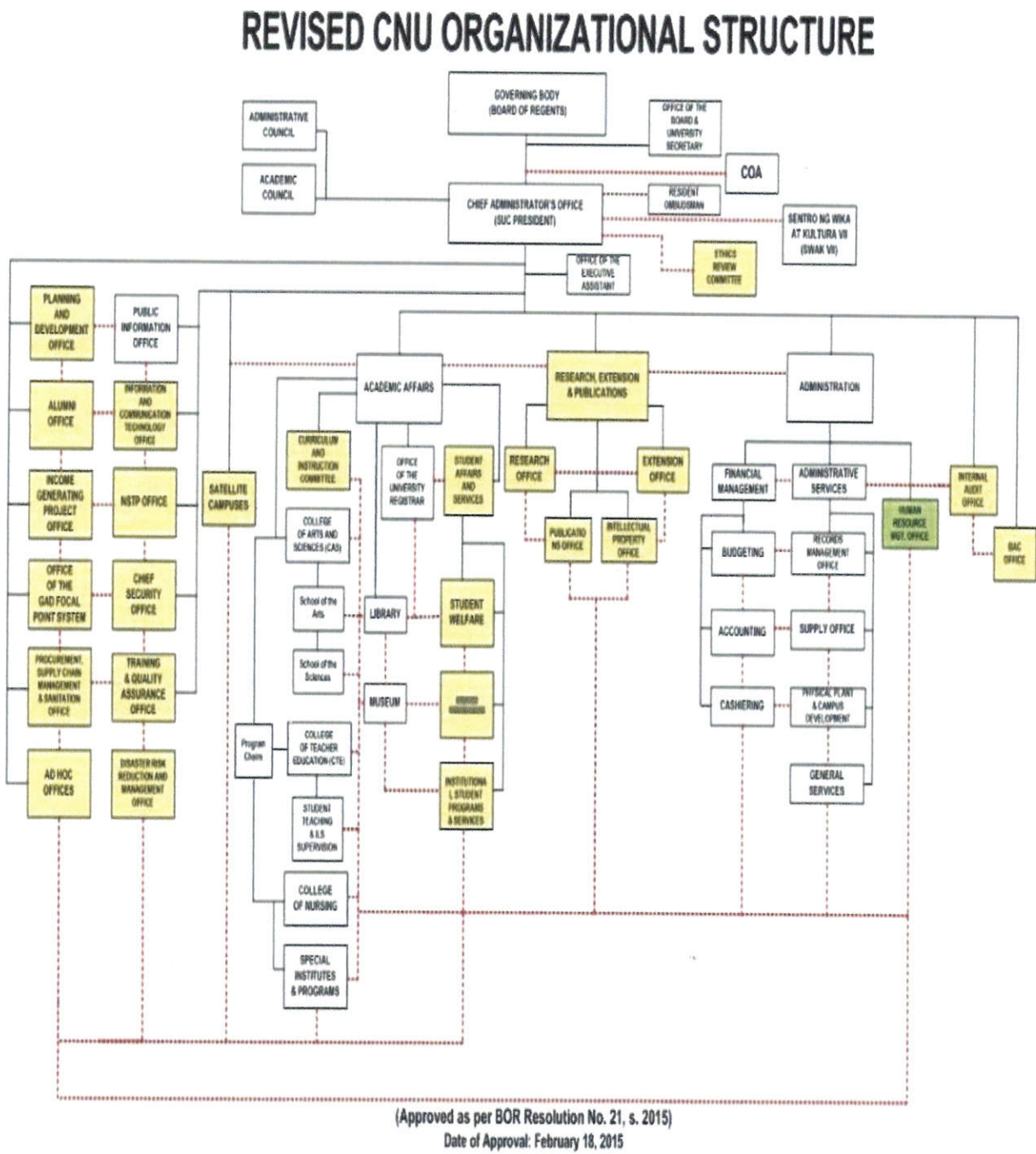
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0.3.4 Organizational Structure




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0.3.5 Functional Descriptions

The following are the duties and functions of administrative and academic officials.

Section 1. Designated officials shall serve a term of one (1) year without prejudice to a re-designation. This designation, however, is subject to early termination upon recommendation of the President.

Section 2. The Offices Directly under the University President

The offices directly under the University President shall be:

- Office of the University Secretary
- Office of the Vice President for Academic Affairs
- Office Vice President for Administration
- Office Vice-President for Research, Extension and Publications
- Office of Campus Director
- University Registrar
- Office Information and Communications Technology Office
- Office of the Income Generating Project
- Office of the Executive Assistant
- Office Public Information Office
- Office of the National Service Training Program Office
- Office Chief Security Officer
- Office of the GAD Focal Point System
- Office of Planning and Development
- Office of Training
- Office of Quality Assurance
- Office of the Alumni Affairs
- Procurement, Supply Chain Management & Sanitation Office
- Ethics Review Board
- Sentro Sa Wika At Kultura
- Procurement Office
- Internal Audit Office

Section 2.1. The Office of the University Secretary

The Board shall appoint a Secretary who shall serve as such for both the Board and the University¹.

The University Secretary shall assume the following duties and functions:²

- (a) Keeps records and proceedings of the Board
- (b) Communicates to each member of the Board notice of meetings


¹ Section 7, R.A. 8292


² Section 7, R.A. 8292

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Section 2.2. Office of the Vice-President for Academic Affairs (VPAA)

The Office shall be headed by the Vice-President for Academic Affairs (VPAA). He/She shall be appointed by the Board of Regents upon the recommendation of the university President. The VPAA shall be directly responsible to the President for carrying out the educational policies and programs of the university and in promoting, and supervising curricular and co-curricular, instructional and other academic activities of the university. The VPAA shall direct the planning, implementation and evaluation of the instructional programs/activities to ensure the effective training of students. Under these general functions are the following duties and responsibilities:

- (a) Develops academic programs relevant to the vision and mission of the University;
- (b) Acts as the chief Executive Officer of the President with respect to the implementation of the academic policies and programs of the University;
- (c) Conducts periodic performance appraisal of Directors and Deans under the VPAA's supervision;
- (d) Recommends the approval of the programs of work of the directors and deans under his/her supervision;
- (e) Monitors the implementation of the academic programs of the University;
- (f) Administers the overall execution of policies on instruction as formulated by higher authorities;
- (g) Conducts periodic reviews of the curricula as recommended by faculty and deans;
- (h) Maintains a system of conflict resolution within the academic jurisdiction;
- (i) Submits a regular memorandum of work progress to the President;
- (j) Performs other functions assigned by the University President.

Section 2.3. Office of the Vice-President for Administration (VPA)


The Office shall be headed by the Vice-President for Administration. He/She shall be appointed by the Board of Regents upon the recommendation of the University President. The Vice-President for Administration shall assume the following duties and functions:


- (a) Assists the University President in developing plans, identifying thrusts and issuing orders, regulations and other issuances, the promulgation of which is expressly vested by law in the President relative to matters under the jurisdiction of the Office of the Vice President for Administration; Assists the University President in

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- establishing policies and standards for the operation of government transactions;
- (b) Institutes administrative policies necessary to carry out University objectives, functions, plans, programs and projects;
 - (c) Maintains a system of continuing evaluation of administrative, finance and auxiliary program services and programs of the University;
 - (d) Exercises direct supervision and control over administrative, finance, and auxiliary employees of the University;
 - (e) Performs such other functions as the President may direct.

Section 2.4. Office of the Vice-President for Research, Extension and Publication

The Office is headed by the Vice-President for Research, Extension and Publication. Upon the recommendation of the University President, he/she shall be appointed by the Board of Regents.

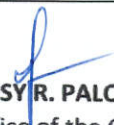
He/She shall assume the following duties and functions:


- (a) Oversees all research and extension activities in the University including those that are co- sponsored by other agencies;
- (b) Establishes research extension priority areas on the micro level in consonance with regional/national research development areas, balanced with the research and extension needs of the University;
- (c) Evaluates with the other members of the Research and Extension Advisory Committees, faculty and staff research and extension proposals, and makes recommendations for funding by the institution and/or other agencies;
- (d) Establishes research and extension linkages with other public and private, domestic and foreign agencies and organizations;
- (e) Recommends appropriate incentives for outstanding researches and extension projects, such as institutional recognition, publication and recognition from other organizations;
- (f) Establishes a data bank continuing useful information for the university and for research and extension purposes;
- (g) Monitors the progress of research and extension projects of the university, and make appropriate recommendations;

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- (h) Initiate, manages and monitors the publication of University researches in refereed journals
- (i) Assumes other duties assigned by the University President.

Section 2.5. Office of the Campus Director

A Campus Director manages this Office. He/she shall be appointed by the Board of Regents upon the recommendations of the University President and reports directly to that office on matters of management of the satellite campuses and to the Vice-President for Academic Affairs on academics. He/She shall plan, organize, staff, lead and control campus operations and programs to deliver excellent career education to students resulting in their gainful employment.

Administrative Functions:

- (a) Supervise and oversee the daily operations of the campus and its programs;
- (b) Prepare and provide appropriate information for the annual budget development process;
- (c) Responsible for planning, assigning and directing work; appraising employee performance, addressing complaints and resolving problems;
- (d) Ensure adherence by all employees to policies and procedures of the university;
- (e) Develop and maintain positive community relations;
- (f) Provide reports to the university; and
- (g) Participate in schedule meetings of the administration and academic councils.
- (h) Work closely with the campus security operations and Administrative Services to aid in the maintenance of a safe learning environment.


Academic Functions:


- (a) Coordinate college scheduling program, assigning campus classroom and facilities to maximize room utilization throughout the campus.
- (b) Assign course required rooms. Coordinates scheduling with to the designated Registrar.

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Section 2.6. Office of the University Registrar


This office is in charged with the responsibility of keeping the students' records, particularly academic records. This responsibility makes the registrar closely involved with the admission, release, transfer and graduation of students, which functions require prompt action and accuracy. The University Registrar heads this Office. The duties of the University Registrar are the following:


- (a) Keeps all the records up-to date;
- (b) Keeps the students' records safely, posts and releases such records strictly in conformity with the school policies;
- (c) Enforces regulations regarding enrolment, students' load, transfer, promotion and subject sequence;
- (d) Examines credentials for purposes of registration and enforces entrance requirements;
- (e) Issues transfer credentials, transcripts of record and related academic documents as requested by the students;
- (f) Prepares and submits to the Board of Regents, in consultation with the respective Deans, the records of the candidates for graduation, including roster of honor students with their respective weighted averages;
- (g) Assists the Dean during the registration period by seeing to it that only those meeting school requirements are accepted;
- (h) Prepares statistical reports as may be considered useful or as may be requested by the University President, by school officials, or by individuals who are entitled to receive them;
- (i) Assists in the graduation exercises;
- (j) Is responsible for all correspondence on school records;
- (k) Signs requisitions for office materials;
- (l) Formulates and recommends policies relative to office functions for approval in the Administrative Council;
- (m) Utilizes the performance evaluation of administrative and academic heads and recommends to the President various measures to improve performance with the end in view of instituting programs for development;
- (n) Collates, monitors, evaluates departmental/unit plans, projects and programs;
- (o) Performs other functions which may be assigned by the President

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Section 2.7. Information and Communication Technology Office (ICTO)

This Office shall be headed by a Chief ICT Officer. He/ She shall be appointed by the Board of Regents upon the recommendations of the University President.

The duties of the ICT Officer are the following:

- (a) Assumes responsibility in the planning, implementation and support of the University Information and Communications Technology systems;
- (b) Assists in the provision, acquisition and maintenance of facilities related to Management Information System (MIS), data and telecommunication networks, learning resources and ICT-mediated equipment

Section 2.8. The Income Generating Project (IGP) Office

This Office shall be headed by the IGP Director. The Director shall be appointed by the University President and confirmed by the Board of Regents.

The duties of the IGP Director are the following:

- (a) Assumes direct responsibility for overall project operations and implementation of policies and guidelines regarding IGP of the university;
- (b) Conducts regular monitoring of the IGP operations;
- (c) Submits periodic reports to the president and the accounting department;
- (d) Initiates new projects, development or expansion of existing projects;
- (e) Performs other functions as may be required

Section 2.9. Office of the Executive Assistant


The Executive Assistant shall take charge of this Office who shall be appointed by the Board of Regents upon the recommendation of the University President. He/she relieves the University President of operational and administrative details and performs administrative functions that requires a thorough knowledge of University policies, procedures and operations and has understanding of the University's role within the community. His/ Her duties and responsibilities are:


- (a) Facilitates the efficient utilization of the President's time through development and coordination of a complex of appointments, meetings, social engagements, and University community functions;
- (b) Promotes a positive image of the office by greeting and receiving visitors, respond to inquiries and providing

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- authoritative information regarding University policies and procedures; refer inquiries or problems to the appropriate office or person/s and follow up to determine the inquiries satisfaction with the response;
- (c) Serves as liaison between the President and other University officials, faculty, students and staff;
 - (d) Safeguards the confidentiality of the University administration by exercising discretion in communicating information;
 - (e) Assists the President in oversight functions by receiving, monitoring, reviewing correspondence and documents prepared by other offices for the president's signature;
 - (f) Contributes to the overall success of the University by performing other essential duties and responsibilities as assigned by the president.

Section 2.10. Public Information Office (PIO)

The Public Information Officer takes charge of this Office. He/She shall be appointed by the University President and confirmed by the Board of Regents.

The duties of the Public Information Officer are the following:

- (a) Develops and maintain a public information system;
- (b) Makes official press releases that convey to the public the interest of the university;
- (c) Maintains an efficient management information system;
- (d) Produce printed and video materials about the university for dissemination to the public;
- (e) Organizes special events such as news or press conferences;
- (f) Carries out other functions as assigned by the University President.

Section 2.11. National Service Training Program Office³

The NSTP Officer takes charge of this Office. He/She shall be appointed by the University President and confirmed by the Board of Regents.

The duties of the National Service Training Program Officer are the following:

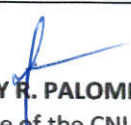
- (a) Submits the list of NSTP graduates, CWS, LTS and ROTC to CHED Region 7;
- (b) Prepare program of instruction schedule of activities in NSTP components;
- (c) Prepares the NSTP Budget per semester;


³ R.A. 9162

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- (d) Trains teacher and student facilitators if needed and act as instructors if the need arises;
- (e) Prepares a unified NSTP-Component Syllabus;
- (f) Invites expert guest instructors as needed;
- (g) Submits accomplishment reports with supporting documents like pictures to CHED Region 7 at the end of the year;
- (h) Recommends facilitators in the implementation of the program;
- (i) Checks and evaluates the performance of NSTP teachers and student facilitators;
- (j) Supervises and monitors NSTP implementation in external campuses;
- (k) Performs other functions related to NSTP as prescribed by the President.

Section 2.12 Office of the Security Officer

The Office is handled by the Security Officer who shall be appointed by the University President and confirmed by the Board of Regents.

The duties of the Chief Security Officer are the following:

- (a) Enforces rules and regulations, maintains peace and order on the campus and protects lives and property;
- (b) Prepares a security plan of action for the University to promote efficient and effective service;
- (c) Develops security measures to ensure security;
- (d) Coordinates with authorities concerned in the investigation of violation of rules and policies involving security; and
- (e) Performs related tasks as assigned by the University President.

Section 2.13. The Gender and Development (GAD) Focal Point System⁴

The Office is managed by the GAD Focal Person. He/She shall be appointed by the Board of Regents upon the recommendation of the University President.

The duties and responsibilities of the GAD Focal Person shall:


- (a) Lead the assessment of the gender-responsiveness of policies, strategies, program, activities and projects of the University and make recommendations and ensure its implementation;
- (b) Set up mechanisms to ensure the generation, processing, review and updated sex-disaggregated


⁴ R.A. No. 9710, The Magna Carta of Women

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- data and GAD Database to serve as basis in performance based gender sensitive planning;
- (c) Spearhead in the preparation of the GAD plans, progress and budget;
 - (d) Prepare and submit an annual GAD accomplishment report and other request that may be required;
 - (e) Plan and recommend appropriate GAD capacity development as part of the University's human resource development program;
 - (f) Ensure that all employees have undergone gender orientation and gender sensitivity training;
 - (g) Perform other function that may be required by law and as assigned by the University President.

Section 2.14. Office for Planning and Development

This Office is in charge of the planning and development of the university. The Office is manned by a Planning and Development Officer. He/She shall be appointed by the Board of Regents upon the recommendation of the University President.

The Planning and Development Officer coordinates with the University's overall strategic agenda or plans. He gives support to the Office of the President in relation to communications, monitoring, evaluation, risk management and decision –making.

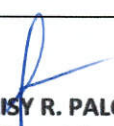
He/she shall have the following functions:


- (a) Assists the University President in identifying major thrusts of the university and in formulating its five-year or ten-year development program;
- (b) Undertakes feasibility studies on institution building;
- (c) Utilizes the performance evaluation of administrative and academic heads and recommends to the President various measures to improve performance with the end in view of instituting programs for development;
- (d) Collates, monitors, evaluates departmental/unit plans, projects and programs;
- (e) Performs other functions which may be assigned by the President;
- (f) Collates and integrates development plans, projects and programs prepared by various departments and units in the university; and
- (g) Evolves long- range and short- range institutional plans and development programs based on collated reports.

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Section 2.15. Alumni Office

The Office shall be headed by the Alumni Affairs Coordinator who shall be appointed by the University President and confirmed by the Board of Regents. He /she shall directly reports to the President.

The duties of the Alumni Affairs Coordinator are the following:

- (a) Directly under the office of the University President;
- (b) Serves as a liaison with the university on related activities involving the alumni;
- (c) Assists the Federation of Alumni Organizations in the development and strengthening of a harmonious relationship of the alumni with the university;
- (d) Assists the University in monitoring the universities' graduates with regard to their achievements in their chosen fields.

Section 2.16. Procurement, Supply Chain Management & Sanitation Office

The Office shall be headed by an officer who shall be appointed by the University President and confirmed by the Board of Regents who shall directly report to the University President.

The duties of the Supply Chain Management Officer are the following:

- (a) Supervises, monitors and carry out the procurement processes in the university;
- (b) Provides means and ways of attending to efficient supply chains for an improved service quality surpassing client expectancies;
- (c) Ensures a well-kept, safe and wholesome university environment through intense facelift and clean up measures.

Section 2.17. Disaster Risk Reduction and Management Office (DRRMO)


The Office shall be responsible for the civil protection structure of the University which deems it extremely important to conduct a needs assessment of the community and staff to determine the design and conduct of relevant trainings and capacity building activities underscoring risk reduction, mitigation and preparedness in response to R.A. No. 10121⁵.


⁵The Philippine Disaster Risk Reduction and Management Act of 2010."

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Section 2.18 Office for Training

The Presidential Assistant for Training and Quality Assurance Officer shall be appointed by the Board of Regents upon the recommendation of the University President and directly reports to the President and shall function with the following duties and responsibilities:

- (a) Identifies training and development needs within the organization through job analysis, appraisal schemes and regular consultation with heads of the departments;
- (b) Designs and develops training and development programs based on both the organization's and the individual's needs;
- (c) Manages the training programs organized in the university; and coordinates with other agencies that request participation in their initiated seminars, conferences, lecture-seminars, etc.;
- (d) Evaluates training courses and keeps records of all training courses conducted;
- (e) Keeps records of faculty and staff sent for training courses and seminars;
- (f) Performs other tasks relevant to academic development as directed by the University President.

Section 2.19 Office of Quality Assurance

The Presidential Assistant for Quality Assurance shall be appointed by the Board of Regents upon the recommendation of the University President and directly reports to the President and shall function with the following duties and responsibilities⁶:


- (a) Works closely with top management in setting up and strengthening quality assurance structures and mechanisms;
- (b) Spearheads accreditation activities in coordination with the academics and research division;
- (c) Coordinates with colleges and units in carrying out self-evaluation and assessment of the academic programs and services offered by the university;
- (d) Ensures integration of recommendations from partner accrediting agencies in the university's annual plans and monitors their full implementation;
- (e) Implements a document management system to ensure accuracy and readiness of information for purposes of quality assurance activities;
- (f) Ensures that requirements set by CHED along the area of quality assurance are met with required standards.


⁶ De la Salle University Quality Assurance Manual

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Section 2.20. Ethics Review Board

The CNU Ethics Review Board (CNUERB) is designated to approve, monitor, and review biomedical and behavioral researches involving humans with the aim of protecting the rights and welfare of the research subjects. This committee serves as the watchdog of the university which performs critical oversight functions for research conducted on human subjects that are scientific, ethical, and regulatory.

The Board shall have the following functions:

- (a) Require all faculty members and students who will conduct research that involves human participants to submit a complete description of the proposed research using the CNUERB Protocol Submission Overview;
- (b) Review all researches submitted by faculty members and students that involve human participants to assure, both in advance and by periodic review, that appropriate steps are taken to protect the rights and welfare of humans participating as subjects in a research study;
- (c) Assess the ethics of the research and its methods, to promote fully informed and voluntary participation by prospective subjects who are themselves capable of making such choices (or, if that is not possible, informed permission given by a suitable proxy) and to maximize the safety of subjects once they are enrolled in the project;
- (d) Approve or disapprove the implementation of the research project or withhold approval of the implementation of the study pending modifications or changes to protocol or the consent procedures.

Section 2.21. Sentro ng Wika at Kultura (SWK)

Ang SWK ay pamamahalaan ng Direktor ng SWK. Ang SWK ay magsasagawa ng mga sumusunod na tungkulin:


- (a) Mangasiwa ng mga aktibidad gaya ng kumperensya, seminar, palihan, gawad, timpalak at katulad para sa pagpapalaganap ng wikang Filipino;
- (b) Lumahok at kung maari'y manguna sa pagsusulong ng mga katangiang pangkultura ng pook (bayan, lalawigan o rehiyon) na kinalalagyan nito;
- (c) Magsagawa ng mga proyekto sasaliksik, pagtitipon, at pagtatanghal ng wika at kulyura ng naturang pook;
- (d) Magtatag ng matalik at mabisang ugnayan at pakikipantulungan sa mga organisasyon, a institusyon sa loob at labas ng unibersidad lalo na sa DepEd, CHed, TESDA, DOT at DILG tungo sa katuparan ng mga adhika, pangwika at pangkultura nito;

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- (e) Magtaguyod sa lahat ng kampanya at proyekto ng Komisyon sa Wikang Pilipino lala na sa pagpapalaganap ng wikang Filipino at sa pangangalaga sa kapakanan ng mga guro sa Filipino

Section 2.22. The Procurement Office and the BAC Secretariat⁷

The term "Procurement Office" shall refer to the organic office of the Procuring Entity that carries out the procurement function. The procurement units shall have four (4) main functions:

- (a) Procurement planning
- (b) Purchasing
- (c) Contract management, and
- (d) Procurement monitoring

Section 2.22.1. Staffing. The Procurement Section shall be manned by an Administrative Officer V, SG 18.

Section 2.22.2. Responsibilities of the Procurement Office and the BAC Secretariat

The Procurement Office of each Procuring Entity shall have the following responsibilities:


It shall act as the BAC Secretariat. As such, it shall have the following responsibilities:


- (a) Act as the main support unit of the BAC;
- (b) Provide administrative support to the BAC and the TWG, if necessary;
- (c) Organize and make all necessary arrangements for the BAC meetings as well as TWG meetings, if necessary;
- (d) Attend BAC meetings as Secretary;
- (e) Prepare Minutes of the BAC meetings;
- (f) Take custody of procurement documents and be responsible for the sale and distribution of bidding documents to interested buyers; The BAC Secretariat shall ensure that all procurements undertaken by the Procuring Entity are properly documented, to provide an audit trail of the procurement process;
- (g) Assist in managing the procurement process;
- (h) Monitor procurement activities and milestones for proper reporting to relevant agencies and/or end-users, when required;
- (i) Be the central depository of all procurement related information and continually update itself with the most current GPB resolutions issuances, circulars and events, and downstream the same to all relevant

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officer, employees, and parties requiring information. For this purpose, all information released by the GPPB can be secured electronically from www.gppb.gov.ph;

- (j) Prepare the APP from the consolidated PPMPs submitted by the various PMOs and end-user units of the Procuring Entity, to make them available for review as indicated in Section 7 of the IRR-A;
- (k) Make arrangements for the pre-procurement and pre-bid conferences and bid openings;
- (l) Act as the central channel of communications for the BAC with the end-users, PMOs, other units of the line agency, other government agencies, providers of goods, civil works and consulting services, and the general public;
Assist the BAC in preparing drafts of the BAC resolutions; and
- (m) Provide utmost priority to BAC assignments over all other duties and responsibilities, until the requirements for the procurement at hand are completed (Jury Duty);
- (n) Based on inputs from the BAC and the TWG, it must prepare the procurement documents, i.e., purchase orders, job orders, contracts, and their attachments, for processing by the Budget, Accounting, Legal and Finance Offices, and routing to the signing and approving authorities. It must monitor the status of the procurements routed for approval, and cause the correction of any formal deficiencies in the said procurement documents to facilitate action on the part of the approving authorities.
- (o) It shall create, maintain and update the registry of suppliers, contractors, and consultants.
- (p) It shall create, maintain and update a price monitoring list, if one is maintained by the Procuring Entity.
- (q) It shall manage and undertake procurements using the following alternative methods – Repeat order and shopping – upon prior resolution of the BAC and approval by the Head of the Procuring Entity.
- (r) It shall administer the PhilGEPS, as the counterpart of the service provider, if the Procuring Entity has outsourced the PhilGEPS for non-common use items. Depending on the Service Level Agreement covering the contract, such as administration may be limited to registration of suppliers and other users, assigning access levels, and updating of data.
- (s) It shall transact with the PhilGEPS and PS-DBM in behalf of the Procuring Entity.

⁷ R.A. 9184 Government Procurement Reform Act

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Section 2.22.3. The BAC


The following shall be the responsibilities of the BAC:


- (a) Recommend to the Head of the Procuring Entity the method of procurement of the goods, services, infrastructure projects included in the APP, *i.e.* whether to use public bidding or any of the alternative methods of procurement.
- (b) Creation of the TWG, if necessary, from a pool of technical, financial and/or legal experts to assist in the procurement process.
- (c) Undertake the advertisement and/or posting of the invitation to bid.
- (d) Conduct pre-procurement and pre-bid conferences.
- (e) Determine the eligibility of prospective bidders in accordance with the guidelines set forth in R.A. 9184 and its IRR-A.
- (f) Sole authority to receive and open bids.
- (g) Conduct the evaluation of bids with the assistance of the TWG.
- (h) Undertake post-qualification proceedings, with the assistance of the TWG.
- (i) Resolve motions for reconsideration filed by prospective bidders and other concerned parties with respect to the conduct of the bidding process.
- (j) Recommend award of contracts to the Head of the Procuring Entity or a duly authorized second-ranking official.
- (k) Recommend the imposition of sanctions in accordance with Rule XXIII of the IRR-A.
- (l) Prepare a procurement monitoring report that shall be approved and submitted by the Head of the Procuring Entity to the GPPB on a semestral basis or whenever required.
- (m) For each procurement transaction, accomplish a checklist showing its compliance with R.A. 9184, its IRR-A and this Manual. This will be submitted to the Head of the Procuring Entity and made a part of the transaction record.
- (n) Invite the Observers required by law to be present during all stages of the procurement process, in accordance with the guidelines stipulated in R.A. 9184, its IRR-A and this Manual.
- (o) Furnish the Observers, upon the latter's request, with the following documents: Minutes of the proceedings of BAC meetings, Abstract of bids, Post-qualification

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summary report, APP and related PPMP; and Copies of "opened" proposals.

- (p) Conduct due diligence review or verification of the qualifications of Observers. In performing this due diligence review or verification of the qualifications of Observers, the BAC shall require the organization nominating the Observer to submit their Curriculum Vitae and proof of their technical expertise and procurement proficiency. The certifications/documents showing technical expertise and procurement proficiency should be issued by appropriate bodies and authenticated by the latter. Verification may be done by the BAC by inquiring with the bodies that issued the same.
- (q) Give utmost priority to BAC assignments over all other duties and responsibilities, until the requirements for the procurement at hand are completed (Jury Duty).
- (r) Perform such other related functions as may be necessary to the procurement process.

Section 2.22.4. The TWG


The TWG shall provide assistance to the BAC in terms of the technical, financial, legal and other aspects of the procurement at hand. It shall have the following responsibilities:


- (a) Assist the BAC in the preparation of the bidding documents, ensuring that the same properly reflects the requirements of the Procuring Entity and that these conform to the standards set forth by R.A. 9184, its IRR-A and the PBDs prescribed by the GPPB.
- (b) Assist the BAC in the conduct of eligibility screening of prospective bidders, and in the short listing of prospective bidders in case of biddings for consulting services.
- (c) Assist the BAC in the evaluation of bids and prepare the accompanying reports for the BAC's consideration and approval.
- (d) Assist the BAC in the conduct of post-qualification activities and prepare the post-qualification summary report for the BAC's approval.
- (e) Assist the BAC and BAC Secretariat in preparing the resolution recommending award, with regard to the technical aspect, if necessary.
- (f) Provide utmost priority to BAC assignments over all other duties and responsibilities until the requirements for the procurement at hand are completed (Jury Duty).

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Section 2.22.5. The Observers

The attendance of Observers ensures the transparency of the procurement process. They represent the public, the taxpayers who are interested in seeing to it that procurement laws are observed and irregularities are averted. The Observers shall have the following responsibilities:

- (a) Preparation of the Procurement Observation Report either jointly or separately, indicating their observations made on the bidding activity conducted by the BAC.


In the said report, they shall indicate:


- a.1. An assessment of the extent of the BAC's compliance with the substantive and procedural requirements of R.A. 9184, its IRR-A and this Manual.
- a.2. The areas of improvement in the BAC's proceedings. In instances where the BAC has fully complied with R.A. 9184, its IRR-A and this Manual, the Observers shall prepare a Procurement Observation Report. When there are substantive or procedural irregularities in the procurement at hand, the Report shall provide therein details of the alleged irregularity.
- (b) The report shall be submitted to the Head of the Procuring Entity, and a copy thereof will be furnished the BAC Chairman, who shall forward it to the BAC Secretariat for inclusion in the procurement documents that will be submitted to the proper authorities for approval. This will be part of official record of the bidding, and part of the audit trail. The Observer may also give a copy of the Report to the Office of the Ombudsman or the Resident Ombudsman and the COA Auditor of the Procuring Entity in any of the following instances:
 - b.1. when the BAC has failed to follow the prescribed bidding procedures; or
 - b.2. for any justifiable and reasonable ground where the award of the contract will not redound to the benefit of the Government.
- (c) For the purpose of preparing the report, the Observer may request for copies of the following documents from the BAC, which shall be promptly provided to the observer:
 - c.1. Minutes of related proceedings of BAC meetings;

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- c.2. Abstract of bids;
 - c.3. Post-qualification summary report;
 - c.4. Pertinent portions of the APP and related PPMP;
and
 - c.5. Copies of "opened" proposals.
- (d) The Observer must sign as witness in the Abstract of Bids if, in their independent observation, the bidding process was conducted in accordance with the procedures described in the IRR-A of R.A. 9184 and this Manual. If the BAC failed to correctly observe the proper procedure, the Observer must sign the Abstract of Bids, and must indicate in the Procurement Observation Report the procedural and/or substantive lapses of the BAC. This will enable the approving authority to be apprised of any irregularities in the bidding process, for consideration.
- (e) The Observers shall sin as witness in the post-qualification summary report if, in their independent observation, the BAC followed the procedure described in the IRR-A of R.A. 9184 and this Manual, and that the Observer is amenable to the results of the post-qualification. If the Observer finds the post-qualification procedures irregular or the report does not match the actual findings, he shall so state in writing addressed to the BAC Chairman, and the same shall be attached to the Post- qualification Summary Report submitted to the approving authority. The Observer's written dissent will be part of the official record of the procurement.
- (f) The above described irregularities observed during the bidding process shall not delay the bidding, but should be resolved before contract award.

Section 2.23. Internal Control and Audit Office

Section 2.23.1. There shall be an internal control unit in the University whose main functions are to safeguard assets, check the accuracy and reliability of accounting data, promote organizational efficiency and encourage adherence to prescribed management policies.

Section 2.23.2. The Internal Control Unit shall be under the direct supervision of the University President and independent from other systems since they review the operations of other systems.


Section 2.23. 3. All accounts and expenses of the University shall be audited by the Commission on Audit in accordance with the prescribed policies and procedures.

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Section 2.23.4. All vouchers and warrants shall be submitted for approval to the President or his authorized representative.

Section 3. Offices Under the Vice-President for Academic Affairs

The Offices under the VPAA shall compose of the following:

a. Academics

Office of the Curriculum and Instruction Committee
College of Teacher Education (CTE)
Student Teaching and Integrated Laboratory School (ILS)
College of Nursing (CN)
College of Arts and Sciences (CAS)
Office of the Student Affairs
Special Institutes and Programs

b. Academic (Non-teaching)

Library
Museum

c. Office of Student Affairs and Services (SAS):

Testing and Admission Services
Career and Placement Services
Guidance Service
Scholarships and Financial Assistance (SFA)
Student Organization and Activity Services
Student Publication
Medical/Dental Services
Cultural Services
Sports Development Services

Section 3.1. Academic Offices

The academic Offices includes the Office of the Curriculum and Instruction, College of Teacher Education (CTE), College of Nursing, College of Arts and Sciences, Office of the Student Affairs and Special Institutes and Programs:

Section 3.1.1. Office of the Curriculum and Instruction Committee


This committee is under the direct supervision of the Vice-President for Academic Affairs. The committee shall have the following duties and responsibilities:


- (a) Manages the areas of curriculum and instruction;
- (b) Provides leadership for the assessment of current instructional practices and curriculum and makes recommendations for improvement in educational programs;
- (c) Assists the VPAA, in cooperation with other executive level administrators, in coordinating the University's educational programs effectively;

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- (d) Assists in the preparation and administration of the curriculum annual budget;
- (e) Assists in development of curriculum goals;
- (f) Formulates proposals for revision and development of policies related to curriculum.

Section 3.1.2.College of Teacher Education (CTE)

The College is headed by the Dean. The Dean shall assume leadership in the development, implementation, and evaluation of the curriculum and program of instruction for undergraduate, graduate and post-graduate Teacher Education programs and shall undertake the general administration of the College. He/She shall be primarily responsible for the entire operation of the college in both graduate and undergraduate degree programs as well as the management and supervision of the departments and faculty.


Specifically, he/she shall have the following duties:


- (a) Recommends department/program chairs, research and extension coordinators, and other related designations to the university President.
- (b) Determines and prepares the periodic performance targets and goals of the college
- (c) Prepares and disseminates the calendar of activities
- (d) Administers and supervises graduate and undergraduate degree programs
- (e) Conducts and supervises enrolment and loading proceedings
- (f) Reviews and approves faculty teaching loads
- (g) Holds regular meetings with the department/program chairs and/or faculty
- (h) Prepares the college Project Procurement Management Plan (PPMP)
- (i) Disseminates relevant information to faculty through proper and effective means of communication
- (j) Teaches six-unit academic load
- (k) Attends academic council, administrative council, and other related meetings
- (l) Reviews curricular offerings of the college
- (m) Submits programs for accreditation
- (n) Manages and supervises department/program chairs and faculty performance
- (o) Undertakes initiatives for the improvement of the college and its services
- (p) Submits programs for Center of Development or Center of Excellence
- (q) Promotes excellence in instruction, research, extension, publication, and production
- (r) Attends to faculty and students concerns
- (s) Keeps and manages records of the office

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- (t) Updates the Vice President for Academic Affairs of the developments in the college, and
- (u) Reviews, approves, or disapproves grades submitted by the faculty

The Dean of the CTE shall be assisted by the Undergraduate Program Chair and Graduate Program Chair. The department or program chair is a member of the teaching staff who is responsible for the management of the curricular, co-curricular and other related activities of the department. He/she shall work in close collaboration with the college dean. The department or program chair shall:

- (a) Prepare the calendar of activities in the department
- (b) Prepare the department performance targets
- (c) Prepare teaching loads of the faculty
- (d) Assist the dean in the conduct of enrolment
- (e) Formulate and implement departmental policies
- (f) Supervise and observe classes of faculty
- (g) Prepare the Project Procurement Management Plan (PPMP) of the department taking into account books, periodicals, and other units of equipment needed
- (h) Recommend potential faculty members for recruitment
- (i) Maintain accurate records of the activities of the department
- (j) Assist the dean in the preparation and conduct of the comprehensive examination
- (k) Hold regular meetings with faculty
- (l) Keep records of the whereabouts of the faculty (absence, leave, official travels)
- (m) Undertake curricular review in collaboration with the dean
- (n) Maintain excellence of curricular offerings in the department
- (o) Attend to faculty and student concerns
- (p) Prepare faculty development training program plans
- (q) Attend university, college, departmental, and other related meetings
- (r) Perform other relevant tasks as may be assigned by the dean

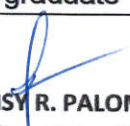
Section 3.1.3.College of Nursing (CN)


The Dean of the College of Nursing is responsible for the implementation and supervision of all programs related to nursing education both in the undergraduate and graduate studies. He/ She shall be appointed by the BOR upon the recommendation of the University President. He/ She shall be primarily responsible for the entire operation of the college in both graduate and

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undergraduate degree programs as well as the management and supervision of the departments and faculty. He/ She shall coordinate with the activities of the other deans of the university in undertaking the activities of the college. He/ She is responsible for the following duties and responsibilities:

- (a) Identifies together with the faculty and students, the college targets and discusses this with the nursing faculty and staff;
- (b) Plans implements and evaluates the college programs in instruction, research and community extension service;
- (c) Prepares class schedules and teacher's assignments in coordination with the Coordinator of Related Learning Experiences (RLE);
- (d) Implements college policies on student admission, retention and promotion;
- (e) Supervises classes, projects and other co- curricular activities of the students in the graduate and undergraduate programs;
- (f) Coordinates with the other academic deans in preparing examination schedules and other co-curricular activities;
- (g) Establishes linkages, collaboration and complementation with the other college deans and other institutions/agencies;
- (h) Prepares and update the college plans and annual budget;
- (i) Implements university rules, regulations and policies involving faculty and students;
- (j) Establishes linkages with other educational institutions and other public and private agencies;
- (k) Recommends the purchase of equipment, books, periodicals and other instructional materials supportive of the various curricular programs;
- (l) Provides academic advisorship to students of the different curricular programs;
- (m) Evaluates the performance of the coordinators and the faculty; and
- (n) Performs other related tasks as assigned by the University President.


The Dean shall be assisted by the Undergraduate Program Chair/ Related Learning Experience (RLE) Coordinator and Graduate Program Chair. The department or program chair is a member of the teaching staff who is responsible for the management of the curricular, co-curricular and other related activities of the department. He/she shall work in close collaboration with the college dean. The department or program chair shall:


- (a) Prepare the calendar of activities in the department

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- (b) Prepare the department performance targets
- (c) Prepare teaching loads of the faculty
- (d) Assist the dean in the conduct of enrolment
- (e) Formulate and implement departmental policies
- (f) Supervise and observe classes of faculty
- (g) Prepare the Project Procurement Management Plan (PPMP) of the department taking into account books, periodicals, and other units of equipment needed
- (h) Recommend potential faculty members for recruitment
- (i) Maintain accurate records of the activities of the department
- (j) Assist the dean in the preparation and conduct of the comprehensive examination
- (k) Hold regular meetings with faculty
- (l) Keep records of the whereabouts of the faculty (absence, leave, official travels)
- (m) Undertake curricular review in collaboration with the dean
- (n) Maintain excellence of curricular offerings in the department
- (o) Attend to faculty and student concerns
- (p) Prepare faculty development training program plans
- (q) Attend university, college, departmental, and other related meetings
- (r) Perform other relevant tasks as may be assigned by the dean

Section 3.1.4.College of Arts and Sciences (CAS)

The college shall be led by the Dean. He/ She shall undertake the general administration of the College of Arts and Sciences including both undergraduate and graduate studies. He/ She shall be primarily responsible for the entire operation of the college in both graduate and undergraduate degree programs as well as the management and supervision of the departments and faculty.

Specifically, he/she shall have the following duties:


- (a) Recommends department/program chairs, research and extension coordinators, and other related designations to the university President
- (b) Determines and prepares the periodic performance targets and goals of the college
- (c) Prepares and disseminates the calendar of activities
- (d) Administers and supervises graduate and undergraduate degree programs

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- (e) Conducts and supervises enrolment and loading proceedings
- (f) Reviews and approves faculty teaching loads
- (g) Holds regular meetings with the department/program chairs and/or faculty
- (h) Prepares the college Project Procurement Management Plan (PPMP)
- (i) Disseminates relevant information to faculty through proper and effective means of communication
- (j) Teaches six-unit academic load
- (k) Attends academic council, administrative council, and other related meetings
- (l) Reviews curricular offerings of the college
- (m) Submits programs for accreditation
- (n) Manages and supervises department/program chairs and faculty performance
- (o) Undertakes initiatives for the improvement of the college and its services
- (p) Submits programs for Center of Development or Center of Excellence
- (q) Promotes excellence in instruction, research, extension, publication, and production
- (r) Attends to faculty and students concerns
- (s) Keeps and manages records of the office
- (t) Updates the Vice President for Academic Affairs of the developments in the college, and
- (u) Reviews, approves, or disapproves grades submitted by the faculty


The Dean shall be assisted by the Undergraduate Program/ Department Chair and Graduate Program Chair. He/she shall work in close collaboration with the college dean. The department or program chair shall:


- (a) Prepare the calendar of activities in the department
- (b) Prepare the department performance targets
- (c) Prepare teaching loads of the faculty
- (d) Assist the dean in the conduct of enrolment
- (e) Formulate and implement departmental policies
- (f) Supervise and observe classes of faculty
- (g) Prepare the Project Procurement Management Plan (PPMP) of the department taking into account books, periodicals, and other units of equipment needed
- (h) Recommend potential faculty members for recruitment
- (i) Maintain accurate records of the activities of the department
- (j) Assist the dean in the preparation and conduct of the comprehensive examination
- (k) Hold regular meetings with faculty

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- (l) Keep records of the whereabouts of the faculty (absence, leave, official travels)
- (m) Undertake curricular review in collaboration with the dean
- (n) Maintain excellence of curricular offerings in the department
- (o) Attend to faculty and student concerns
- (p) Prepare faculty development training program plans
- (q) Attend university, college, departmental, and other related meetings
- (r) Perform other relevant tasks as may be assigned by the dean

Section 3.1.5. Office of Student Affairs and Services

This office plans and manages student programs and activities aimed at broadening opportunities for the personal, social and intellectual development of students. Working with other departments, it coordinates the operation of units in charge of guidance and counseling, student organizations and clubs, publication, scholarships and other student benefits.

This Office shall be headed by the Dean. The Dean of Student Affairs extends daily consultancy services, guidance and other forms of assistance to students on problems related to their studies, organizations, opportunities, personal and social development, and their lives in the university in general.


The Dean of Student Affairs and Services (SAS) shall have the following functions:


- (a) Plans a student affairs program on the macro level in relation to the operation of all student services in the University;
- (b) Ensures administrative leadership with regards to of the guidance program;
- (c) Coordinates or unify related aspects of guidance and other existing student services in the university, namely: library, health, food, housing, sports and recreation and the like;
- (d) Provides continuous training and development programs for students to answer their varied needs;
- (e) Undertakes continuous evaluation of such programs and other student-directed activities;
- (f) Coordinates with class advisers and club moderators in the performance of their specific functions;
- (g) Works with college deans and chairmen in establishing programs for educational, vocational and personal guidance of students;

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- (h) Coordinates in the development and implementation of policies regarding student discipline;
- (i) Assists in the development and administration of the budget for student services;
- (j) Performs such other related tasks assigned to him.

Section 3.1.6.Special Institutes and Programs Office

A Coordinator shall take charge of this office. He/ She shall have the following duties and functions:

- (a) Initiate the undertaking of special programs and studies;
- (b) coordinate with other agencies and CNU officers' special programs and studies in the university;
- (c) oversee and evaluate on-going institute's special studies in the university;

Section 3.2. Academic (non-teaching) Services

This includes services provided by the University Library and Museum. These are services under the Office of the Vice-President for Academic Affairs.

Section 3.2.1.University Library

Section 3.2.1.1.The University Library will provide information sources and services to the University relative to its fourfold function of instructions, research, extension and production.

Section 3.2.1.2.The Chief Librarian works under the general direction of the Vice President for Academic Affairs and is responsible for the over-all operations of the library to the Vice-President for Academic Affairs. The University Library is headed by a chief librarian with the following duties and responsibilities:


Administrative


- (a) plans and carries out program of activities for the continuous development of the library;
- (b) formulates and recommends policies, rules, and regulations, for the purpose of securing the most complete use of the library by students, faculty members, and other members of the academic community;
- (c) responsible for the development of the library collection;
- (d) prepares annual reports, statistics and other documents;
- (e) attends professional meetings and conferences;

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- (f) approves procurement of library resources and equipment

Personnel Management

- (a) oversees all personnel matters, directs and supervises the library personnel in the operation and performance of essential library services;
- (b) participates in the selection of library personnel;
- (c) conducts staff meetings every month and as the need arises; monitors and evaluates job performance of the library staff;

Section 3.2.1.3. The Library Committee

- (a) The library committee serves as an advisory committee in-charged with the responsibility to oversee the development, implementation, monitoring and review of the University library policies, procedures and practices.
- (b) Library committee is composed of the VPAA as chairperson, Chief librarian as secretary, faculty representative for each college, director of Student Affairs and Services, President of FAI, President of ASA, President of SSG and Chief Administrative Officer - Finance.

Section 3.2.1.4. CNU Museum is a university-based repository of archival materials in various discipline.

The museum is under the director of a Museum Curator appointed by the Board of Regents upon the recommendations of the University President.


The main functions of the Curator are:


- (a) makes a yearly Action Program for the Museum in accordance with its vision, mission, goals, and objectives;
- (b) draws up an annual budget/procurement plan based on the Action Program;
- (c) classify and catalog items donated/loaned/purchased;
- (d) oversees the preservation/conservation of items on display;
- (e) redesigns placement of permanent collection from time to time;
- (f) advertises the museum through brochures, sends letters of invitations to schools and other agencies;
- (g) does research on individual items in the permanent collection;

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- (h) clips articles from newspapers and magazines to add to information about Philippine culture for research as well as the other sections of the museum;
- (i) conceptualizes and designs the layouts of exhibits;
- (j) participates in the activities of museum associations ; the National Archives and the National Historical Institute (NHI), and other associations of which the museum is a member;
- (k) participates in activities involving museum advocacy such as heritage conservation and the identification and preservation of indigenous flora and fauna;
- (l) extends consulting services to agencies intending to start a museum, or those involved in cultural education;
- (m) assists researchers from the university and other researchers upon request; and
- (n) acts as resource speaker upon invitation.

Section 3.3. Office under the College of Teacher Education


Section 3.3.1. Office of the Student Teaching and Integrated Laboratory School (ILS)

The University shall establish and maintain a Laboratory School for the College of Teacher Education. Its enrolment size however shall be in conformity with the requirements set by the Commission on Higher Education (CHED). The elementary and High School shall be established and known as the Integrated Laboratory School, (ILS) managed by one a Supervisor⁸.

The ILS Supervisor shall have the following specific responsibilities:

- (a) administers the programs and projects of the department and supervises the training professors/ instructors and student teachers;
- (b) plans, organizes and supervises all activities in the laboratory school;
- (c) provides leadership in the formulation and implementation of policies, plans and projects;
- (d) sets academic standards in coordination with the College Dean ;
- (e) assists the College Dean in evaluating semestral performance of the faculty;
- (f) formulates plans and programs of instruction and assigns loads of teachers upon consultation with the Dean;
- (g) plans and organizes the co-curricular activities involving teachers and students;

⁸CMO. No. 23, s. 2009

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- (h) initiates and provides for the professional growth of faculty members through a well-planned staff development program;
- (i) coordinates all services for the holistic growth and development of all students;
- (j) supervises the guidance counselor in organizing the guidance programs for the laboratory school;
- (k) plans the schedule for periodic examinations;
- (l) supervises the maintenance and up-keep of the school plant, facilities and properties of the Laboratory School;
- (m) disseminates information to students and faculty;
- (n) keeps the records of the operations of the Laboratory School;
- (o) coordinates with the Dean of the College of Teacher Education in the management of student teaching;
- (p) pursues and conducts innovations and researches to improve basic education in coordination with the Dean;
- (q) institute disciplinary measures subject to existing policies, rules and regulations; and
- (r) performs all other functions as may be assigned by the Dean, College of Teacher Education.

Section 3.4. Offices under the College of Arts and Sciences

The Offices under the College of Arts and Sciences are the Schools of the Arts and the Sciences:

Section 3.4.1. School of the Sciences

The School of the Sciences includes sciences and mathematics programs under the supervision of the dean.

Section 3.4.2. School of the Arts

The School of the Arts includes humanities, languages, political and governance programs under the supervision of the dean.


Section 3.5. Office of Student Affairs and Services (SAS)⁹

Student Affairs and Services Office offer services and programs in higher education institutions that are concerned with academic support experiences of students to attain holistic student development. The services include Student Welfare, Student development and Institutional Student Programs and Services:

Section 3.5.1. Student Welfare

These are basic services and programs needed to ensure and promote the well-being of students. This includes:

⁹ Article V, Section 10, CMO 9, s. 2013

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Section 3.5.1.1 Information and Orientation Services

This provides services such as information materials on institutional information necessary for student development which should be made available to all students.

Section 3.5.1.2 Guidance and Counseling Services

These provide opportunities that shall enable the students to accept and utilize their abilities, aptitudes, interest and aspirations, thus becoming capable of making free and wise choices and intelligent decisions both as individuals and as members of a dynamic society.


The following are the services offered and rendered by the Guidance Counselor:


- (a) **The Individual inventory service** aims to gather data about every student assembles and compiles them for functional use. It includes testing and the administration of other techniques of guidance. The tests available to students consist of mental ability, aptitude, achievement, personality and others. Students who wish to take any of these tests may make arrangements with the Guidance Counselor for referral and endorsement to the university testing center, otherwise known as the Center for Testing, Evaluation and Development.
- (b) **The information service** makes available to the students certain kinds of information not ordinarily provided through the instruction program or during the regular period of instruction. The activities include walk-in sessions, bulletin board displays, brochures, orientation activities, career guidance program, field trips, exhibits, symposia and job hunting seminars.
- (c) **Referral services** are also made for the purpose of specialized assistance since the Guidance Office is also the best mediator for student-teacher difficulties and student-administrator conflicts. Referrals may be made pertaining to curricular activities, school programs, curriculum, shifting to other courses, transfer to another school, social development and others. Cases involving child abuse (as defined under R.A. 7610), drug abuse (R.A. 9165) and violence are referred to other agencies for specialized intervention.

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- (d) **Follow-up.** The office keeps track of students in the form of motivational counseling in finding out how students fare in their chosen activity, and in their adjustment. Alumni are also followed up to help in evaluating the effectiveness of the guidance program.
- (e) **Facilitator** of self-understanding and development through a one-on-one relationship between the counselor and the student, the aim of which is to help the student acquire knowledge about himself and his/her environment and to utilize this knowledge in making wise decisions regarding himself, his/her problems and his/her future. The activities involve individual counseling, group guidance and homeroom sessions.

Section 3.5.1.3. Career and Job Placement Services

The services shall cater to the assistance provided for vocational and occupational fit and Employment. The placement service encompasses more than just assisting students in getting a job after graduation. It also involves placement of students in clubs and organizations in line with their talents and interests. The activities in this service include the establishment of job placement linkages with the different firms, agencies and others, providing maximum information on employment opportunities not only to graduating students but also to non-graduating students.

Section 3.5.1.4. Economic Enterprise Development

This includes services and programs that would cater to the other economic needs of students such as but not limited to student cooperatives, entrepreneurial, income generating projects and savings.

Section 3.5.1.5. Student Handbook Development

This deals with the development of student handbook and updating services. This shall further include dissemination and information. Student representative must be included in the development and revision of student handbook.


Section 3.5.2. Student Development


This includes services and programs for the enhancement and deepening of leadership skills and social responsibility. The following services are under the Student development:

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Section 3.5.2.1. Student Activities. Supervision, recognition, and monitoring of student organizations and their activities such as leadership programs, student publication, student organizations, sports development, volunteerism, and peer helper program, etc.

Section 3.5.2.2. Student Organizations and Activities. Recognition, accreditation, supervision and monitoring of student groups including the evaluation of their activities.

The student body organization, known as the Supreme Student Organization serves as the mouthpiece of the studentry. Its functions are to preserve and defend righteously the basic student rights and provide leadership training among the students; promote better understanding and unity among students and faculty; develop school spirit among the students and promote their general welfare; organize and direct student activities of the nature described; inform the President of the institution through the Office of Student Affairs or its equivalent on matters affecting the students' affairs and activities; and adopt its own Constitution and By-Laws for the governance of the organization.

Section 3.5.2.3. Leadership Training. Programs and opportunities to develop and enhance leadership effectiveness in the personal level and student organizations

Section 3.5.2.4. Student Council. Promoting the rights of the students to govern themselves as a student body.

The student body organization and election at large by students to be transparent and accountable to their constituents.

Section 3.5.2.5. Student Discipline. The development and implementation of gender and disability sensitive rules and regulations formulated in consultation with the students and faculty and published in a student manual that is disseminated and made accessible.

This shall constitute a discipline committee to ensure due process in dealing with students.


Section 3.5.2.6. Student Publication. The official publication/organ/journal of the university/college.


The University publication aims to prepare the students to participate in the task of nation building by developing in them an awareness of the problems confronting the nation and the community and the contributions which ordinary citizens can make towards their solution. Towards this end, the campus paper becomes an instrument to develop the skills and values not only of the staff members but also of the readers, to convey information and to serve as a forum for ideas and opinions. It also bears the added responsibility of forging closer ties among the students, faculty members,

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personnel and administrators, as well as to foster links between the school and other schools, and between the academic community and the outside world.

Section 3.5.3. Institutional Student Programs and Services

These are services that facilitate the delivery of essential services to students that include admission, scholarship and financial assistance, food, health, security and safety, housing and residential services, multi-faith, foreign/international students, services for students with special needs and other programs.

Section 3.5.3.1. Admission Services


This refers to the services that take care of the processing of students' entrance and requirements. These services are shall be under the Center for Testing. The Center shall be supervised by a Testing Director who shall be appointed by the Board of Regent upon the recommendation of the University President. The Testing Director shall be a Registered Guidance Counselor or Registered Psychologist and a Registered Psychometrician who shall:


- (a) Develop a testing program consistent with the University thrusts
- (b) Supervise Registered Psychometricians and other Testing personnel in the administration and scoring of tests akin to entrance tests and the like;
- (c) Assist in the interpretation of results and preparing a written report on these results;
- (d) Coordinate with the different College deans, directors, guidance counselors and faculty through data assistance pertinent to research and guidance.
- (e) Recommend approval to the VPAA, as regards to requests for testing services from government and non-government entities, this will serve as exposure of Psychology interns in the field of Psychological Assessment.
- (f) Monitor the use of testing facilities, tools and equipment and facilitate the acquisition of such;
- (g) Observe test ethics together with his/her testing personnel;
- (h) Propose and administers a budget for testing services.

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Section 3.5.3.2. Scholarships and Financial Assistance (SFA)

This refers to the management, generation and/or allocation of funds for scholarship and financial aid to deserving students.

Section 3.5.3.3. Food Services

This refers to the assurance of available, adequate, safe and healthful food within the campus and immediate vicinity in accordance with the food, safety and sanitation guidelines of the Department of Health.

Section 3.5.3.4. Medical/ Dental Services

This refers to the provision of primary health care and wellness program. This is headed by the Medical Officer with the following functions:

- (a) Facilitates daily medical and dental consultation, treatment and health counseling;
- (b) Conducts annual physical examination and dental check-up of students, faculty and non-teaching staff;
- (c) Coordinates in the planning and implementation of health programs and other related activities;
- (d) Disseminates medical-dental health education instructions through chairside talks, posters and leaflets;
- (e) Keeps and files the individual health records of the students, faculty and staff.

Section 3.5.3.5. Safety and Security Services


This refers to the provision of a safe and secure environment and that of the members of the academic community.

Section 3.5.3.6. Student Housing and Residential Services

This refers to the assistance provided to ensure access to accommodation that is safe and conducive to learning.

Section 3.5.3.7. Multi-Faith Services

This refers to the provision of an environment conducive to free expression of one's religious orientation in accordance with institutional principles and policies.

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Section 3.5.3.8. Foreign / International Student Services

This refers to the provision of assistance to address the needs of foreign students. A liason officer is designated to cater to these services.

Section 3.5.3.9. Services for Students with Special Needs and Persons with Disabilities

This refers to the programs and activities designed to provide equal opportunities to PWDs, indigenous people, solo parents, etc. This also includes academic accommodation for learners with special needs.

Section 3.5.3.10. Cultural and Arts Programs

The Cultural Arts Office advocates the promotion of culture and arts in the University. It supervises and promotes the student artist groups and artist support groups and assists in cultural productions as mandated by the administration:

- (a) The development and formation of the Student artists;
- (b) Supplementing general cultural education and the promotion of culture and the arts in the university;
- (c) Monitoring and supervision of the operations of student artist groups and artist support groups; and
- (d) Promoting of its artist groups locally and internationally.

Section 3.5.3.11. Sports Development Programs

The program is designed for physical fitness and wellness of students. A regular conduct of sports programs supporting school athletes and the whole student.

Section 3.5.3.12. Social and Community Involvement Programs

Refer to programs and opportunities designed to develop social awareness, personal internationalization and meaningful contribution to nation building.

Section 4. Offices under the Vice-President for Administration


Section 4.1. The Offices under the Vice President for Administration are the following:


- (a) The Administrative Division
 - a.1 Administrative Services
 - a.2 Records Management Section

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a.3 Supply & Property Management Section
a.4 General Services

- (b) The Financial Management Division
b.1 The Budget Management Section
b.2 The Accounting Section
b.3 The Cashier Section

- (c) The Human Resource Management Office

Section 4.2. Administrative Services Division is headed by the Chief Administrative Officer shall assume the following functions:

- Provides the university with the economical, efficient and effective service relating to personal matters, records, supply, and general service;
- Plans, directs and coordinates all administrative service functions in the University;
- Assists the Vice President for Administration in directing and supervising administrative service functions;
- Recommends policies and guidelines on the management of human and physical resources and general housekeeping activities;
- Conducts a periodic evaluation of the management operation system;
- Performs other related tasks that may be assigned.

Section 4.2.1. The Records Management Office is headed the Records Officer with the following duties and functions:

- Supervises the implementation of the University records management and disposal system;
- Services the reproduction, utility and messengerial requirements of all offices in the University;
- Acts as liaison officer of the University to the Civil Service Commission, Commission on Higher Education, National Economic Development Authority, Government Service Insurance System, commission on Audit. Home Development Mutual Fund, Philippine Health Insurance Corporation and other offices.
- Receives and distributes official communications for the University;
- Performs other tasks that may be required.


Section 4.2.2. The Supply Office is headed by the Supply Officer who has the following functions:


- Performs functions which involve the determination of the fiscal requirements of supplies, materials and equipment of all operating units for effective service;

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- (b) Acts as custodian and is primarily accountable for all supplies, materials and equipment and makes periodic inventories thereof;
- (c) Maintains records of accountable properties;
- (d) Directs the work of property personnel in storekeeping, procurement and distribution of supplies, materials and equipment;
- (e) Signs clearance certificates of the faculty on an annual basis and employees separated from the service;
- (f) Recommends and determines insurance coverage for all insured property of the University;
- (g) Prepares claims against insurance companies for damaged property;
- (h) Directs the maintenance and repair of office equipment and furniture; and
- (i) Performs other related tasks as assigned by the University President.

Section 4.2.3. The General Services Office is headed by the University Engineer who shall perform the following functions:

- (a) Undertakes maintenance and repair of buildings, facilities, grounds, equipment and furniture of the University;
- (b) Inspects and recommends major repair of facilities and equipment;
- (c) Provides technical service to the University; and
- (d) Does other tasks assigned by the President.

Section 4.3. The Financial Management Division is headed by the Chief Administrative Officer - Finance who performs the following functions:

- (a) Provides the University with staff advice and assistance on budgetary, financial and management improvement matters;
- (b) Provides the University with economical, efficient and effective services relating to collection disbursement;
- (c) Maintains a budget and management division, accounting division and a cash division.

Section 4.3.1. Budget Office has the following duties:


- (a) Develops and improves budgetary methods, procedures and justification;
- (b) Provides subject to budgetary ceilings; fund estimates in support of the university's operations, plans and programs; Prepares an annual financial work plan;
- (c) Allocates, in coordination with the planning services, available funds to programs on basis of approved guidelines and priorities;
- (d) Reviews performance reports to determine conformance with set standards;

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- (e) Prepares financial reports for management guidance and as required by higher authorities;
- (f) Does other related tasks.

Section 4.3.2 The Accountant has the following duties:

- (a) Renders advice to management on financial matters;
- (b) Prepares and submits financial reports to management and other government departments and agencies authorized to receive such reports;
- (c) Maintains basic and subsidiary accounting records and books to reflect accurate and current financial information required by existing auditing rules and regulations;
- (d) Certifies the availability of funds, obligates funds and issues treasury warrants to liquidate obligations;
- (e) Prepares payroll and disbursement vouchers;
- (f) Processes disbursement and requisitions issue vouchers;
- (g) Performs other related tasks.

Section 4.3.3. In the Cashiering function, the Cashier shall have the following duties:

- (a) Give advice to management on collection and disbursement of funds;
- (b) Prepares and submit financial reports to management and other government agencies;
- (c) Coordinates with the depository banks on the status of funds;
- (d) Deposits collection and income to the authorized bank;
- (e) Receives payments from students and other clientele;
- (f) Prepares checks and advises of checks for the disbursement of salary vouchers and other related vouchers;
- (g) Disburses payment of regular, casual and part-time personnel of the university;
- (h) Releases checks to creditors of the university.


Section 4.4. The Human Resource Management Office is headed by the Human Resource Management Officer with the following duties and functions;


- (a) Develops and administers a personnel program which shall include selection and placement, classification and pay, career and employment development, performance rating, employee relations and welfare services.
- (b) Acts on all matters concerning attendance, leaves of absence, appointments promotions and other personnel transactions;
- (c) Designs, develops and administers staff training programs in coordination with the Civil Service Commission; and

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- (d) Conducts induction programs or orientation of new faculty and staff in coordination with the Human Resource Management Office.

Section 5. Offices under the Vice-President for Research, Extension and Publication

Center for Research and Development
 External Affairs and International Linkages Office
 Publication Office
 Intellectual Property Rights Office (IPRO)

Section 5.1. Center for Research and Development (CRD)

The Center for Research and Development (CRD) is mandated as the CNU's in-charge for research programs. This Office is supervised by the Vice President for Academic Affairs and is headed by a director. The center serves as a coordinating office for all research activities in the university including those that are co-sponsored by other agencies. The CRD initiates the implementation of the university research thrust and agenda to which the colleges anchor their own. The CRD also serves as a databank for research, instruction and extension for the university, as well as for other government and non-government agencies. This is headed by a Director appointed by the Board of Regents upon recommendation of the University President.

The Director shall have the following duties and functions:

- coordinate all research activities in University including those that are co-sponsored by other agencies;
- establish research priority areas on the micro level in consonance with regional/national research areas, balanced with the research needs of the University;
- evaluate with the other members of the Research Council, faculty and staff research proposals and for recommendations for funding by the Institution and/or other agencies;
- establish research linkages with other public and private, domestic and foreign agencies and organizations; recommend appropriate incentives for outstanding researches, such as institutional recognition, publication and recognition for other organizations;
- establish a data bank useful information for the University and for research;
- monitor the progress of researches, of the University, and make appropriate recommendations;
- assume other duties assigned by the University President.


Section 5.2. External Affairs and International Linkages Office


The External Affairs and International Linkages Office is headed by a Director who shall be appointed by the University President and confirmed by the Board of Regents.

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The Director of the External Affairs shall perform the following duties:

- (a) evolve extension plans, programs and new approaches which improve the efficiency, productivity, income and well-being of the people in the service area;
- (b) coordinate all extension activities of the departments of the University;
- (c) make periodic appraisal of non-formal and other extension problems affecting communities, particularly those in the service areas of the University;
- (d) maintain effective linkage with government and private organizations carrying on extension type activities, scholarships and other grants in aid programs;
- (e) coordinate with the Research Unit on activities with mutual concern;
- (f) recommend the budget for long and short range plans necessary for the efficient implementation of the University extension function;
- (g) Maintains effective linkage with government and private organizations carrying on activities, scholarships and other grants-in-aid programs;
- (h) Coordinates, administers and supervises local and foreign linkages; and
- (i) Updates operational guidelines contained in a manual for the cultural and linkages program, policies and administration.
- (j) Efficient management information system;
- (k) Carries out other functions assigned to him/her by the University President.

Section 5.3. Publication Office

The Publication Office is responsible for the development, maintenance, reproduction and dissemination of the recognized publications of the university. The official research publication of the university is the CNU-Journal of Higher Education (CNU-JHE). The CNU -JHE Editorial Board consists of one Editor-in-Chief, two Associate Editors and a Managing Editor. The Editor-in- Chief and Associate Editors are designated based on their qualifications and their national and international publication track record for the last 5 years and other qualifications stated in the CMO 13, s. 2009 or the Journal Accreditation System (JAS) with the Director of CRD as the managing editor.

Section 5.4. Intellectual Property Rights Office (IPRO)

The IPR Office shall be responsible for the overall management, planning, implementation, monitoring of intellectual property and evaluation of the IP-related activities.


The Office shall have the following functions:


- (a) provide oversight supervision, guidance and capacity-building on IPR offices;

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- (b) lead in the preparation, filing and prosecution of IPR registration;
- (c) lead in technology transfer arrangements such as but not limited to licensing agreements;
- (d) perform other functions to accomplish the purpose and objectives of IPR policy and guidelines.

1. Quality Management System

1.1 Quality Management System Model

The Cebu Normal University operates as a state funded higher educational institution and adopts a process-based quality management system model under ISO 9001:2015.

The model shows two (2) interacting processes. First, the “internal processes” covers the activities to communicate the importance of meeting stakeholder/client and citizen requirements and expectations, define the management responsibility, provide adequate resources to implement the QMS, implement Service Process management system, and monitor, analyze and continually improve the management systems to meet and exceed stakeholder expectations.

The second covers the “external processes”. It shows the processes for determining stakeholder requirements, designing and implementing service processes in line with stakeholder requirements and expectations, determining stakeholder satisfaction, and communicating with stakeholders about the Cebu Normal University’s service offerings. Information derived from stakeholders is used for the continual improvement of both processes.

1.2 Scope and Application

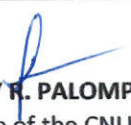
This Manual applies to all processes and covers the Main Campus of Cebu Normal University located on Osmeña Boulevard and two external campuses located in Nangka, Balamban and Poblacion, Medellin, Cebu. This excludes the Center for Teacher Excellence (CEFTEX) and Cebu Braille Center.


It contains the basic policies, objectives and guidelines set by the Cebu Normal University with regard to the different elements, which can be implemented as a tool for exceeding internal and external stakeholders/client and citizens’ expectations.

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It explains in detail, the QMS from receipt of customer requirements to customer satisfaction. Also, it ensures the availability of information on the procedures in the entire process.

The ISO 9001:2015 Standards have been adopted by the Cebu Normal University and are being implemented to serve as the foundation of the quest to attain quality as a way of life.

Conformity to specific requirements pertaining to the control of monitoring and measuring equipment, as stated in Clause 7.1.5.2 is excluded in the Cebu Normal University’s QMS since the said activity is not applicable to the Cebu Normal University’s processes.

1.3 Documentation Structure


The Cebu Normal University’s Quality Management System is designed to assure consistency in meeting the clients/stakeholders and citizens’ needs and expectations through the actual performance of the documented processes, procedures, work instructions and support policies, systems and procedures.

The CNU’s Quality System is described in the following documents:

Level 1: Quality Manual – The highest level of Quality System documentation. It contains the quality policy, organizational structure, resource management, and specific policies for service process and quality control and improvement.

Level 2: Manual of Operations and Procedures – Operational guide on what the Cebu Normal University does and how it achieves stated policies. It also provides guidance on how to communicate and perform various activities. The Manual of Operations and Procedures also includes operational instructions and quality plan that describe the detailed series of steps in performing routine activities.

Level 3: Quality Records – These include records providing evidence of conformity to the established procedures and operational instructions, as well as the Cebu Normal University’s QMS.

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1.4 Quality Manual Amendment

Introduction of new procedures or services may necessitate amendments to existing Quality Manual and relevant procedures.

A re-issue of this Quality Manual shall be reflected only when there is:

- change in the scope of certification;
- change in the management and/or organizational structure; and
- change in the service process scope.

Requests or suggestions shall be made in writing to the Quality Assurance Office for his/her consideration to ensure that such changes are reflected in the manual.

1.5 Confidentiality and Distribution

The Quality Manual and its related documents are treated as confidential and shall not be brought outside the Cebu Normal University's premises without prior authorization from the Quality Assurance Officer (QAO).


Controlled copies of the Manual are issued to Document Custodians identified by the Cebu Normal University's Document Controller who is responsible for safekeeping and promptly updating necessary revisions.


It is the responsibility of the Document Controller to distribute and keep a list of authorized holder of the Quality Manual, which may be issued either as controlled or uncontrolled copy. All uncontrolled documents shall be

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marked with “Uncontrolled” and shall not be updated. Uncontrolled copy of the Quality Manual may be distributed to stakeholders or stakeholders when considered commercially beneficial or when demanded as a contract requirement. All external distribution shall be subject to the approval of the QAO.

2. Management Responsibility

2.1 Management Commitment

The Top Management recognizes the importance of understanding, meeting, and enhancing stakeholder requirements. As such, the following **Statement of Policy on Quality** is established for the purpose.

Quality Policy

Cebu Normal University profoundly commits to nurture and develop graduates with life sustaining understandings and skill sets with capacities to work and collaborate productively with varied team structures in different environments and communities anchored on aggressive scholarship, knowledge-creation and strong community partnerships.

Toward this end, the university community binds itself to stay on-course and high-level in its major thrusts through tenacious monitoring and review of its mandate and stance observing at all times the stringent standards of good governance, transparency, responsiveness, sense for propriety, respect for the rule of law and regard for human dignity.

This commitment also extends to the continual improvement of the quality management system thus ensuring optimum quality, reliability and efficiency to achieve total customer/client satisfaction.

2.2 Quality Management System Planning


The Cebu Normal University’s strategic and operational plans are the results of the annual planning process. This is the venue where the strategic thrusts of the Cebu Normal University are defined, commitments are obtained, and resource requirements are determined. Objectives and targets are set at appropriate levels but specific quality objectives are defined during annual strategic planning sessions.


Prior to the conduct of annual strategic planning sessions, the various operating units conduct pre-planning activities to assess performance, gather

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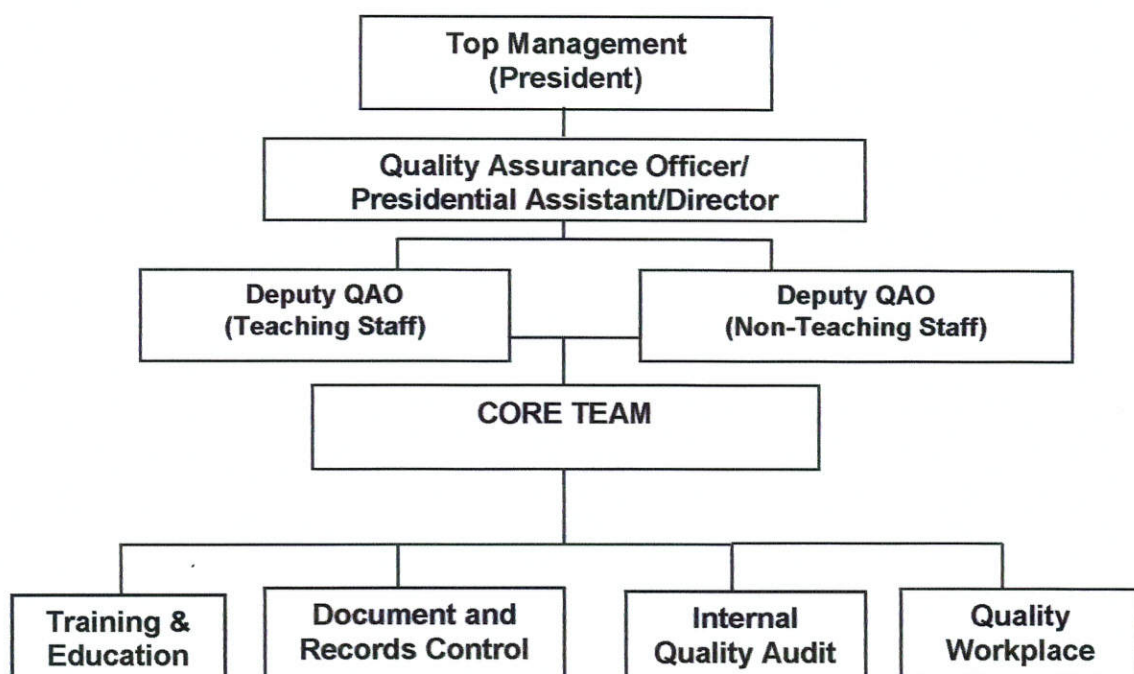
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information on stakeholder requirements and expectations and review and align future directions. The outputs of the planning process include, among others, strategies for service and operational improvement, pursuit of the Cebu Normal University's mandates, product or service innovation and for enhancing stakeholder/client and citizen-focused services.

2.3 Quality Management Structure




2.4 Responsibility and Authority

The specific roles and responsibilities of each box in the (Cebu Normal University)'s quality management structure are as follows:

a. Top Management

- Establishes, reviews, and maintains the quality policy of the Cebu Normal University.
- Ensures that quality objectives are established at relevant functions and levels within the organization.
- Ensures allocation of available resources to support the implementation of the Cebu Normal University's QMS.
- Defines the responsibilities and authorities of each function in the organization.

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- Reviews the effectiveness of the Cebu Normal University's quality management system and monitors the implementation of improvement action plans.
- Ensures that communication mechanisms are established and effective.

b. Quality Assurance Officer (QAO)

- Ensures the effective implementation and maintenance of the established Quality Management System.
- Reports to the top Management the performance of the quality management systems and areas for further improvement.
- Ensures the promotion of awareness of meeting stakeholder requirements within the relevant scope of the Cebu Normal University's QMS.
- Liaises with external parties on matters relating to the Cebu Normal University's QMS.

c. Deputy QAO

- Ensures the effective planning, implementation, maintenance, and continual improvement of the established QMS.
- Assists the QAO in performing assigned duties and responsibilities.
- Assumes responsibility of the QAO in his/her absence.

d. Document and Records Control Team


- Establishes, documents, implements, and maintains a procedure for the control of documents and records.
- Maintains the master copies and masterlist of the Quality Manual and Manual of Operations and Procedures, as well as the masterlist of externally generated documents and references.
- Ensures that current versions of relevant documents are available at point of use.
- Prevents unintended use of obsolete documents as well as the unauthorized use of relevant documents and records.
- Ensures the traceability of documented information.

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- Coordinate enhancement of the procedure for control of documented information.
- Closely coordinates with Deans/Directors/Heads of Offices on all matters concerning Documented Information, specifically on records generated from the processes.

e. Internal Quality Audit Team

- Prepares audit plan, coordinates, and implements the Cebu Normal University's Audit Program.
- Identifies the necessary resources for managing the Cebu Normal University's Audit Program.
- Provides inputs during management review regarding audit findings.
- Monitors and maintains records of implementation of corrective and preventive actions for non-conformances found during audits.

f. Training and Education Team

- Ensures that concerned employees are aware of their roles and responsibilities relative to the attainment of the Cebu Normal University's goals and objectives.
- Reviews the results of competence evaluation conducted for employees performing functions that affect product or service quality.
- Facilitates conduct of appropriate training interventions to enhance their capabilities.
- Monitors and evaluates the effectiveness of training actions taken.
- Ensures that the records of education, training, skill, and experience are maintained accordingly.

2.5 Management Review

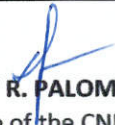
The review of the established quality management system is conducted annually or whenever deemed necessary by the CNU Top Management to ensure continuing suitability and effectiveness of the system in satisfying the requirements of stakeholders/clients, citizens, and other stakeholders. The review may cover, but not limited to, the following agenda items:


- Matters arising from the previous management review meeting
- Results of internal and external quality audits

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- Stakeholder feedback and satisfaction results
- Service Process performance and product/service conformity
- Status of corrective and preventive actions
- Changes that could affect the quality management system
- Actions taken on recommendations for improvement
- Risk management

The agenda of the management review is prepared by the QAO and distributed to all concerned. Minutes of the management review are recorded and maintained by the Board Secretary. Results of the review are provided to the QAO and/or Deans/Directors/Heads of Offices for proper reporting to the top management during Administrative Council meetings.

3. Resource Management

3.1 Human Resource Management

The Cebu Normal University believes that its human resources are its greatest assets. To ensure that the staff are equipped with the necessary knowledge and skills required to efficiently perform their functions, the HRMO has established and maintained procedures to ensure that personnel performing their functions are competent on the basis of education, training and/or experience. As such, the HRMO maintains the records in undertaking the following functions:

- Determining the capability building needs of personnel performing work affecting product/service quality
- Organizing seminars and training courses to meet the identified needs
- Evaluating the effectiveness of HRD interventions
- Orienting the personnel on their roles and responsibilities as they affect achievement of objectives
- Facilitating the placement of qualified personnel to meet the capacity requirements of operations


It is the commitment of the Cebu Normal University to provide its staff with the proper training for the constant improvement of their knowledge, skills, managerial acumen and attitude on activities related to the quality system. This is in recognition that the behavior and performance of every individual directly impacts on the quality of services provided. Training Needs Analysis (TNA) shall be conducted as demanded by organizational changes.


The training of personnel includes both formal and informal modes: coaching, on-the-job-training, cross-posting courses conducted by HRMO and other offices within the Cebu Normal University. It also includes orientation and cascading sessions conducted by the QMS Core Team.

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Recruitment is handled by HRMO based on training, skills and education. Processing of employment is based on the recommendation of the Personnel Selection Board (PSB) after interviewing the applicant.

Appropriate records of academic qualifications and training are maintained for all personnel by the HRMO.

3.2 Infrastructure Management

It is the policy of the Cebu Normal University to determine, provide, and maintain the infrastructure needed to produce products and deliver services required by the stakeholders/client and citizens. This infrastructure includes workstations, training/conference facilities and equipment, meeting rooms, stakeholder receiving areas, library, transportation service, computer and internet/intranet facilities, service process management and other software, storage facilities for supplies, communications facilities, and areas for auxiliary services such as photocopying, parking, canteen services, etc. The VP for Academic Affairs office handles the management and maintenance of these infrastructures.

3.3 Work Environment

It is the policy of the Cebu Normal University to promote the well-being, satisfaction and motivation of its officers and staff by providing them a work environment that:

- promotes teamwork through sharing of Service Process learning, inter-center collaborations, technologies sharing, etc.; and
- is conducive for working and learning by defining workstations, and formulating and observing quality workplace standards.

The end objective of this is to establish a quality work-life for the Cebu Normal University's staff in order to work more effectively and efficiently.

4. Overview of Quality Procedure

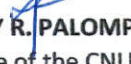
4.1 Document Control


The Cebu Normal University has established and maintained a documented procedure for creation/revision, approval, and issuance of the Quality Manual and Manual of Operations and Procedures. CNU-QP-01, Document Control procedure provides for an organized monitoring, distribution, maintenance, and updating of procedures and operational instructions within the said manuals.

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All documents included in the QMS are reviewed and approved for adequacy by authorized personnel prior to use. A masterlist, which indicates the current revision status of documents is maintained by the Document Controller and shall be made available to all. This will prevent the use of incorrect, invalid, or obsolete documents. Only the latest issues of documents are available at locations where service process operations are performed. Obsolete documents are identified, retrieved, and properly disposed of, retaining only the obsolete original copy document.

Any change in the QMS after its initial approval and issue are subjected to the document change procedure in CNU-QP-01 Control of Documents.

4.2 Records Control

The Cebu Normal University has established and maintains documented procedures for identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records. The procedures are incorporated in CNU-QP-02, Control of Records procedure.

All colleges/offices maintain relevant quality records to demonstrate achievement of the required quality and effective operation of the QMS.

Quality records are legible and stored and retained in such a way that they are readily retrievable in storage facilities that provide a suitable environment to prevent damage, deterioration, or loss.

Retention periods of quality records are established, recorded and maintained in accordance with the Records Matrix.

4.3 Control of Nonconformity

The Cebu Normal University has established and maintained a documented procedure to ensure that product and/or service that does not conform to specified requirements is prevented from delivery to the client/stakeholder and citizens.

CNU-QP-03, Control of Nonconformity procedure provides for the identification, evaluation, disposition and recording of nonconforming products and services and for notification to the functions concerned.

The responsibility for review and disposition of nonconforming product and/or service is indicated in the Control of Nonconformity Matrix.


Nonconforming product and/or service are reviewed in accordance with documented procedures and may be reworked.


If a product and/or service does not conform to the planned arrangements, the process owner should be able to make the necessary corrective measures.

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4.4 Corrective and Preventive Action

The Cebu Normal University has established, implements, and maintains a documented procedure for corrective actions in order to: efficiently and adequately address non-conformities; and eliminate the causes of actual or potential non-conformities in the QMS (IQA reports, third party audit report, etc.) and in its products and services.

CNU-QP-04, Corrective Action procedure includes:

- effective handling of stakeholder complaints;
- investigating the causes of non-conformities and recording the results of such investigations;
- determining the corrective actions needed to eliminate the causes of non-conformities;
- determining the steps needed to deal with any potential problem requiring preventive actions;
- formulation, application, and implementation of controls to ensure the implementation of corrective and preventive actions and its effectivity;
- recording changes in procedures resulting from corrective actions;
- use of appropriate information such as audit results, quality records, service reports and stakeholder complaints to detect, analyze and eliminate potential causes of non-conformities; and
- ensuring that relevant information on actions taken is submitted for management review.

4.5 Internal Quality Audit

The Cebu Normal University has established, implements, and maintains a documented procedure to verify whether quality activities and related results comply with planned arrangements and to determine the effectiveness of the Quality System. This is done through CNU-QP-05, Internal Quality Audit procedure.

Internal quality audits are conducted on a regular basis as scheduled in the IQA plan. Internal quality auditors shall be identified and trained. They are independent of the specific activities on areas being audited.

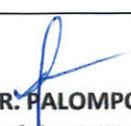
The results of the audits are recorded and reported. The report contains details of:


- a. non-conformance and non-conformities found during the audit;
- b. root-cause analysis; and
- c. corrective and preventive action including dates of completion and follow-up audit.

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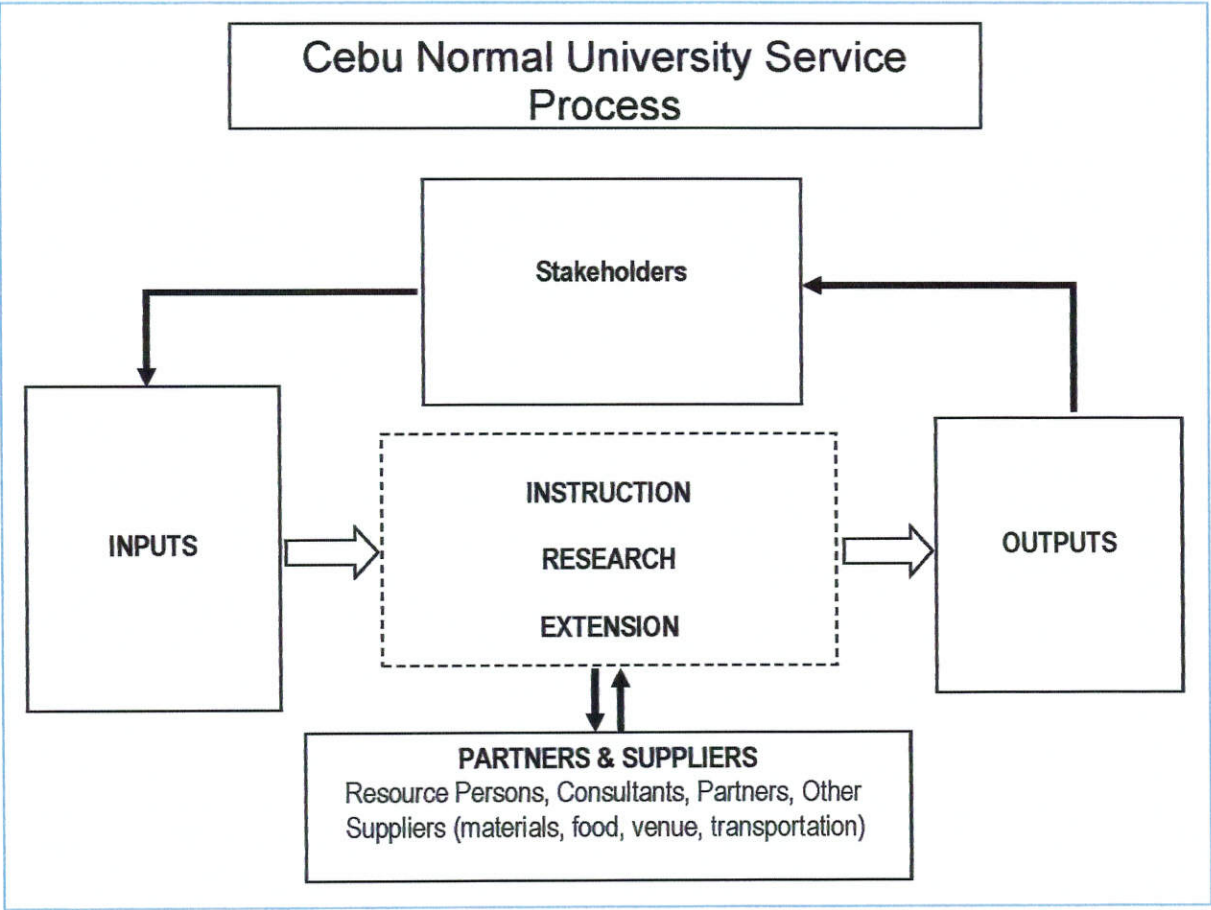

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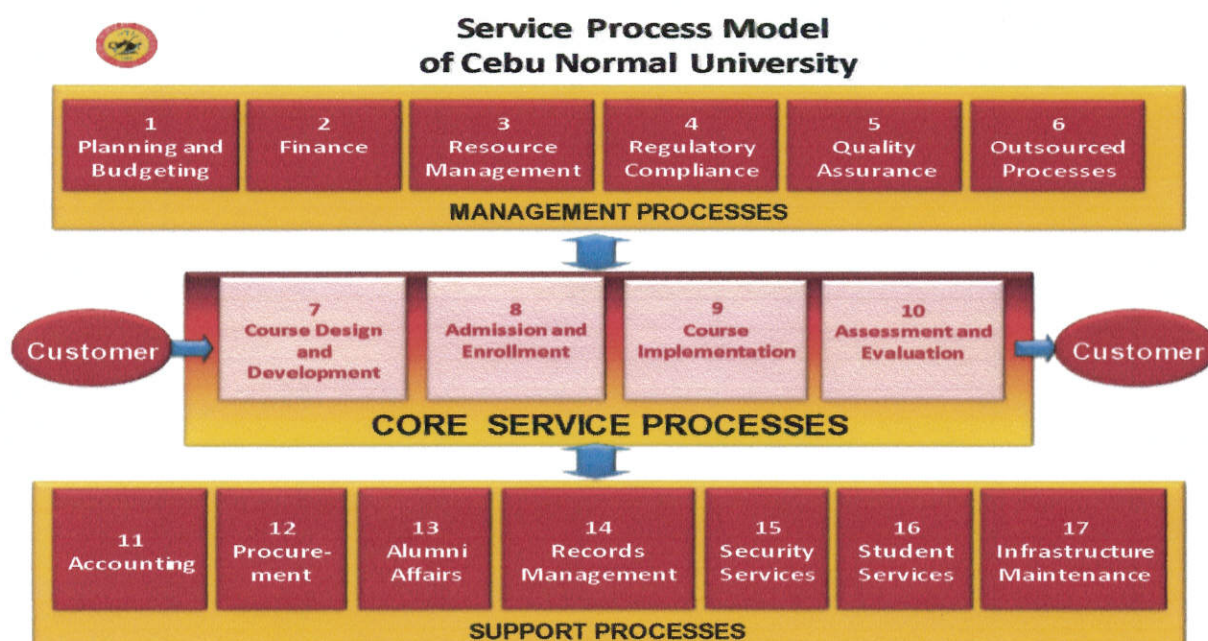
These findings are brought to the attention of the personnel having responsibility in the audited area. The QAO shall make timely corrective actions on the deficiencies found during the audit.

Follow-up audit activities are conducted for the purpose of verifying and recording the implementation and effectiveness of the corrective actions taken. IQA results are rendered and maintained by the IQA Team.

5. The Cebu Normal University’s Service Process and Scope of QMS Certification



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The Cebu Normal University's Instruction, Research, Extension cover the different stages of the service process scope. Each stage of the scope consists of sub-activities that may be undertaken to meet the requirements of the subsequent activities. The start and end of the stages may overlap depending upon the nature of the process scope and the requirements of clients/stakeholders and citizens.

6. Measurement, Analysis and Improvement

6.1 Monitoring and Measurement


As a mechanism to measure the performance of the established Quality Management System, the Cebu Normal University monitors implementation of the system through periodic conduct of Internal Quality Audits (as defined under CNU-QP-05). Likewise, to monitor the product/service outcomes in terms of meeting the client requirements and expectations at different stages of the Service Process, periodic gathering of stakeholder feedback and perception are conducted through any of the following approaches:


- Focus Group Discussions. This activity is intended to surface the current and future development and productivity concerns of key stakeholders as they are relevant in defining or aligning the Cebu Normal University's program thrusts and relevance areas.
- Client Satisfaction Survey. The determination of client satisfaction is designed to measure and monitor performance of the Cebu Normal University's products and services in terms of meeting the client

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requirements and expectations. Results of the survey are examined during management reviews where improvement actions are identified for implementation accordingly.

- c. Review of client feedback. The gathering of client/stakeholder feedback during process implementation and evaluation are used to ensure that client's acceptance of Service Process outputs is satisfactory.

Likewise, periodic monitoring is done on annual basis to keep track of quality performance in terms of accomplishments, quality, costs, timeliness, financial accrual, etc.

6.2 Data Analysis and Improvement

The Cebu Normal University uses applicable statistical techniques and tools to establish, control and verify process capability and characteristics. Data on stakeholder satisfaction survey, conformity to product and process requirements and supplier performance are analyzed on a regular basis.

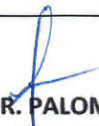
Graphs, diagrams, trend analysis, and variance analysis are the most common tools used for data analysis depending on the information needs of management during review meetings.


Continual improvement is a permanent objective of the Cebu Normal University. As such, various inputs are considered for continual improvement such as quality policy, objectives, audit findings, analysis of performance data, corrective and preventive actions and performance review meetings.

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