



Republic of the Philippines
Province of Pampanga
Mabalacat City



MABALACAT CITY COLLEGE

Institute of Hospitality and Tourism Management

CITIZEN'S CHARTER

PROCESS FLOW (Enrolment of New Student)

STEPS:

1. New student applicant will undergo to the Admission Office procedure of enrolment. (Refer to the Admission Office Enrolment Process).
2. Shortlisted names of applicants will be forwarded to the IHTM Dean/FOSH for Interview.
3. Qualified applicants will be endorsed by the Dean to the Admission Office.
4. Admission Office Enrolment Process

PROCESS FLOW (Enrolment of Irregular and Regular Old Students)

STEPS:

1. Student must secure a fully signed clearance.
2. Student will submit a copy of grades from the previous semester to his/her respective FOSH or to the Dean.
3. The Dean/FOSH will evaluate the grades of the student.
(Note: the grade must meet the maintaining GWA not below 83, students with two consecutive semester of probationary status will be force to shift to other program)
4. The Dean/FOSH will inform the student regarding his/her status and issue an advisement slip indicating the list of his/her courses to take.
5. The Dean/FOSH will enlist the name of the qualified student on the enlistment system with his/her courses to take.
6. The student will log-in to his/her portal and confirm the enlisted courses.
7. The system will generate the Certificate of Registration.
8. The student will be officially enrolled.





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PROCESS FLOW (Incoming Transferee student)

STEPS:

1. The student will undergo to the process of the Admission office on the acceptance of transferee student.
2. The Admission will forward to the IHTM office the name and documents of the student applicant.
3. The Dean/FOSH will evaluate the documents of the student applicant.
4. The student applicant will undergo assessment (interview) with the Dean/FOSH.
5. Qualified Applicant will be recommended to the registrar to proceed to the enrolment process.
6. The Dean/FOSH will enlist the name of the qualified student on the enlistment system with his/her courses to take.
7. The student will log-in to his/her portal and confirm the enlisted courses.
8. The system will generate the Certificate of Registration.
9. The student will be officially enrolled.

PROCESS FLOW (Incoming Shiftee Student)

STEPS:

1. The student will get a shifting form to the Registrar's office.
2. The shifting form must be signed and approved by the Dean of his/her current program.
3. The student will be interviewed and assessed by the IHTM Dean if he/she is qualified for the BSHM/BSTM program.
4. The Dean will approve and sign the shifting form of the student and evaluates his/her grades.
5. The Dean will list the courses of the student on his/her advisement slip.
6. The student will submit the accomplished shifting form and advisement slip approved by the Dean to the office of the Registrar.
7. Registrar's Office Enrolment Process will follow

PROCESS FLOW (Outgoing Shiftee Student)

STEPS:

1. The student will get a shifting form to the Registrar's office.
2. The shifting form must be signed and approved by the IHTM Dean.

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3. The student will be interviewed and assessed by the Dean of the program where he/she will transfer to if he/she is qualified.
4. The Dean will approve and sign the shifting form of the student and evaluates his/her grades.
5. The Dean will list the courses of the student on his/her advisement slip.
6. The student will submit the accomplished shifting form and advisement slip approved by the Dean to the office of the Registrar.
7. Registrar's Office Enrolment Process will follow

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PROCESS FLOW (Returning Student)

STEPS:

1. The student will undergo to the process of the Admission Office on the returning student.
2. The Admission Office will forward the name and documents of the student applicant to the IHTM office.
3. The Institute will evaluate the documents of the student applicant. The student applicant will undergo assessment (interview) with the Dean/ FOSH.
4. The Dean/FOSH will issue an advisement slip to the student indicating the list of the courses he/she is advised to take.
5. The Dean/FOSH will endorse the student to the Office of the Registrar and Admission to complete the returning process including student portal re-activation. The Dean/FOSH will enlist the name of the qualified student on the enlistment system with his/her courses to take.
6. The student will log-in to his/her portal and confirm the enlisted courses.
7. The system will generate the Certificate of Registration.
8. The student will be officially enrolled.

PROCESS FLOW (Change of Grade)

STEPS:

1. The instructor will get a change of grade form to the Office of the Registrar.
2. The instructor will ask for the approval of the change of grade for to his/her Dean and the VPAA.
3. The instructor will submit the fully accomplished change of grade form to the Office of the Registrar attached with the letter of explanation and grading sheet.





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PROCESS FLOW (Completion of Grade)

STEPS:

1. The instructor will get a completion of grade form to the Office of the Registrar.
2. The instructor will ask for the approval of the completion of grade for to his/her Dean.
3. The instructor will submit the fully accomplished completion of grade form to the Office of the Registrar.

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PROCESS FLOW (IHTM Inquiry)

STEPS:

1. All general inquiries sent to the IHTM FB Account regarding the institute concerns will be accommodated by the IHTM Clerk.
2. Specific concerns regarding the BSTM and BSHM Programs will be forwarded to the respective FOSH.
3. Important concerns will be redirected to the Dean.

