

# Registration Service Standards

Effective: February 2, 2026

## INTRODUCTION

The College of Licensed Practical Nurses and Health Care Aides of Alberta (CLHA) has the authority under the *Health Professions Act* (HPA) to carry out its activities and govern Licensed Practical Nurses (LPNs)\* in a manner that protects and serves the public interest.

The CLHA is committed to clear, fair, and timely registration services. This policy follows the *Fair Registration Practices Act* and the *Labour Mobility Act*.

## PURPOSE

This policy outlines the registration service standards that applicants and LPNs can expect from the CLHA under normal operating conditions. It also ensures compliance with relevant Alberta legislative requirements to promote fairness, efficiency, and public trust.

## POLICY

The CLHA is committed to providing timely, transparent, and efficient service to all applicants and LPNs. These service standards outline the expected timelines for responses, application processing, and registration decisions to ensure clarity and accountability in our actions.

Applicants and LPNs can expect the CLHA to operate within the following service standards:

- Phone calls will be returned within two business days.
- Emails will be returned within three business days.
- New applications received with payment will be acknowledged and reviewed within five business days.
- Completed applications will be processed with a decision letter within ten business days.
- Invoices for approved applications will be made available when the decision letter is issued.
- A practice permit will be issued automatically upon receipt of payment.
- Annual renewal submissions that are complete will be processed within two business days.

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\* In this document, "Licensed Practical Nurse" has the same meaning as "regulated member" as in the *Health Professions Act*.

**Note:** These service standards reflect normal operating conditions. If the CLHA has periods of high application volumes, system disruptions, or if additional consultation is required, stated timelines may be extended. In such cases, the CLHA will notify applicants and LPNs about the delays and provide status updates to those affected.

## **CONCLUSION**

This policy outlines the registration service standards at the CLHA. Applicants and LPNs can expect these standards to be upheld when interacting with the Registration Department.

The CLHA is committed to a fair, timely, and transparent registration process that builds trust among applicants, LPNs, and the public. Continual improvement to service standards ensures clarity and alignment with Alberta's laws.

Documents are updated frequently. For the most current version and access to related documents and resources, please visit the Knowledge Hub on [clha.com](http://clha.com).

If after reading this document you have questions about registration service standards, please contact the CLHA's Registration Department at [lpnregistration@clha.com](mailto:lpnregistration@clha.com), 780-484-8886 or 1-800-661-5877 (toll free in Alberta).