

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** Health Care Aides (HCAs)* 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*.

Terms found in the definition section are **bolded** where they appear for the first time in this document.

PURPOSE

This policy lists the registration **service standards** that **applicants** and HCAs can expect from the CLHA under **normal operating conditions**. It also supports **compliance** with relevant Alberta laws to promote fairness, efficiency, and public trust.

POLICY

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

Applicants and HCAs 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.

* In this document, “HCA(s)” has the same meaning as “regulated member” in the *Health Professions Act*.

- **Annual renewal** submissions that are complete will be processed within two business days.

Note: These service standards reflect normal operating conditions. If the CLHA has high application volumes, **system disruptions**, or needs extra **consultation**, stated timelines may be longer. In such cases, the CLHA will notify applicants and HCAs about the delays and provide **status updates** to those affected.

CONCLUSION

This policy outlines the registration service standards at CLHA. Applicants and HCAs can expect these standards to be upheld whenever they interact with the **Registration Department**.

The CLHA is committed to a fair, timely, and transparent registration process that builds trust among applicants, HCAs, 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.

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

DEFINITIONS

Acknowledged: written confirmation from CLHA to an HCA that an application or correspondence has been received.

Annual renewal: when an HCA's registration is renewed yearly, allowing the HCA to work in the profession in Alberta.

Applicant: a person who submits an application to become registered as an HCA.

Authority: the power or right to give orders, make decisions, and enforce obedience. It can also refer to the person who is authorized to give orders or make decisions.

Business day: Monday to Friday, excluding statutory holidays and posted CLHA office closures.

Compliance: following a particular law or rule.

Condition: a restriction, requirement, or limitation placed on an HCA's practice permit. A condition is placed on a practice permit when the CLHA has additional requirements for an HCA, either in their practice as an HCA or in their communication with the CLHA, to maintain registration.

Consultation: discussing with and/or seeking information, advice, or direction from a supervisor or legal representative.

Decision letter: the CLHA's written notice to an HCA as part of its registration or application outcome (e.g., approve, refuse, approve with **conditions**), including reasons and next steps.

Govern: to lead, control, or manage an organization or group, often by creating rules and making decisions that guide their actions.

Invoice: the payment request issued by the CLHA to an HCA for fees related to registration, renewal, or other services.

Knowledge Hub: the CLHA's online webpage where the most current versions of policies, forms, guidance, and related resources are published.

Normal operating conditions: periods when the CLHA systems and staffing are functioning as expected and application volumes are within typical ranges (i.e., there are no system disruptions).

Practice permit: a formal authorization issued by the CLHA that allows an HCA to practice within their profession. A practice permit may have conditions specific to the HCA in addition to conditions for all HCAs on the same register.

Registration services: all activities related to application intake, assessment, decisions, issuing practice permits, renewals, and related communications undertaken by CLHA.

Registration Department: the CLHA staff authorized to provide registration services, communications, assessments, and decisions within their delegated authority.

Service standards: the timelines and quality commitments the CLHA sets for responding to inquiries, processing applications, and issuing decisions and permits.

Status update: a communication from the CLHA that informs an applicant or HCA about the progress of their file and any next steps or delays.

System disruption: an interruption to the CLHA's ability to deliver services (e.g., technology outage, natural disaster, office closure) that may impact service standards.