



COLLEGE OF
LICENSED PRACTICAL NURSES
OF ALBERTA

Policy

Registration Service Standards

Approved: June 2022





INTRODUCTION The College of Licensed Practical Nurses of Alberta (CLPNA) has the authority under the *Health Professions Act* to carry out its activities in a manner that protects and serves the public interest.

The CLPNA is committed to having transparent, objective, impartial, and procedurally fair registration practices. Applicants and registrants can expect timely decision responses from the CLPNA as outlined in these registration service standards. This policy is aligned with section 6 of the *Fair Registration Practices Act* and when proclaimed, the *Labour Mobility Act*¹.

PURPOSE The purpose of this document is to outline the registration service standards that registrants can expect under normal circumstances from the CLPNA in alignment with the *Fair Registration Practices Act* and when proclaimed, the *Labour Mobility Act*.

POLICY The CLPNA operates within these service standards regarding the response to and processing time for requests, messages, and applications. These timelines may be extended if the circumstances require consultation.

- Phone calls will be returned within one business day.
- Emails will be returned within two business days.
- Applications received with payment will be reviewed within five business days.
- Completed applications will be processed with a decision letter within ten business days.
- Invoices for approved applications will be available when the decision letter is issued.
- A practice permit will be issued immediately upon receipt of payment.

REFERENCES

¹ “Removing barriers to labour mobility”, Government of Alberta, accessed April 2022, [Removing barriers to labour mobility | Alberta.ca](#); “Bill 49 – The Labour Mobility Act: Implications for Regulations”, Field Law, October 2021, [Bill 49 - The Labour Mobility Act: Implications for Regulations - Field Law](#)

CONCLUSION This policy outlines registration service standards at the CLPNA. Applicants and registrants can expect these standards when interacting with the Registration Team at the CLPNA.

If after reading this policy you have any questions about registration service standards, please contact CLPNA’s Registration Team at [Ask CLPNA](#), or by phone at 780-484-8886 or 1-800-661-5877 (toll free in Alberta).