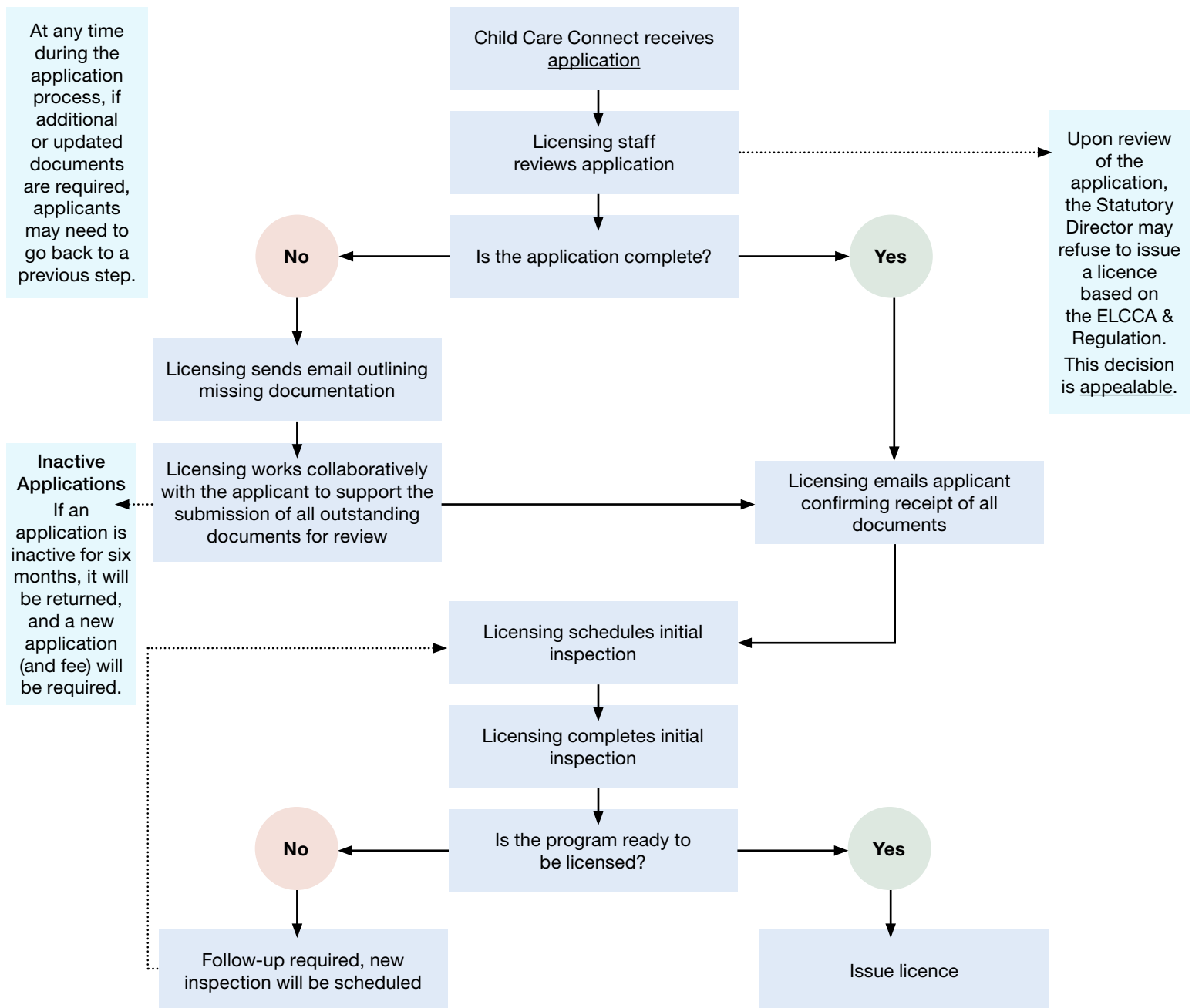








Child Care Licence Application Process

For complete details on opening a childcare centre, including application requirements, visit [Starting and Operating a Child Care Program](#) on Alberta.ca.

Childcare applicants are encouraged to apply once a location for the program is secured.



Guiding Principles

 <p>Information Accuracy</p> <p>Licensing staff will ensure that all customer interactions (written and verbal) will provide clear, accurate information that is reliable and up to date.</p>	 <p>Customer Service</p> <p>Customer service will be provided in a way that supports Albertans in issue resolution, addressing concerns in a respectful, transparent and supportive manner.</p>	 <p>Privacy and Security</p> <p>Albertans' information is safeguarded by ensuring that the Government of Alberta guidelines around data collection, security and confidentiality are adhered to at all times.</p>
 <p>Issue Resolution</p> <p>Issues will be addressed in a solution-focused approach and processes will be in place to escalate issues that cannot be resolved to support both the Albertan and the Government of Alberta staff member.</p>	 <p>Transparency</p> <p>Clear communication to the applicant regarding the requirements and process for applications is outlined to reduce confusion, the need for follow up questions and the number of resubmissions being requested.</p>	 <p>Neutrality</p> <p>Licensing decisions are guided by fairness, neutrality, and consistency, ensuring all applicants and licence holders are treated equally and without influence from personal views, politics, or beliefs.</p>