



National Electric Power Company Electric Training Center (ETC)

Educational Organizations Management System Quality Policy

The Electric Training Center at the National Electric Power Company is committed to delivering high-quality education and training services that develop competencies in electrical, electronics, and related fields. The Center aims to meet the needs of the Company and its stakeholders while keeping pace with technological advancements and the changing demands of the labor market.

To achieve this commitment, the Center implements an Educational Organizations Management System in accordance with **ISO 21001:2025** by:

- Delivering high-quality training programs that achieve their intended objectives and learning outcomes while meeting the needs of trainees and stakeholders.
- Designing and delivering education and training services that reflect the needs and expectations of learners and other relevant stakeholders.
- Providing a safe, supportive, and inclusive learning environment that promotes equal opportunities, accessibility, and active participation for everyone.
- Continually improving training programs by making effective use of modern technologies and flexible digital learning solutions.
- Developing the capabilities of trainers and employees and encouraging innovation, continuous learning, and knowledge sharing.
- Acting with integrity and transparency, complying with applicable legal and regulatory requirements, and respecting intellectual property and copyright.
- Protecting the security, privacy, and confidentiality of trainees' information through appropriate cybersecurity measures.
- Identifying and managing risks and opportunities to improve performance and ensure the continuity of education and training services.
- Monitoring the performance and effectiveness of training programs and using evaluation results to drive continual improvement.

This policy provides the framework for setting and reviewing quality objectives. The Electric Training Center is committed to communicating this policy to employees, making it available to trainees and relevant stakeholders, and reviewing it regularly to ensure it remains appropriate, effective, and aligned with the Center's mission and strategic objectives.

Managing Director

Dr. Sufian M. Al. Bataineh



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