
	<b>Quality Policy at the National School of Administration According to the International Norm ISO 21001</b> 		Réf: PSC-DOC-0032
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**The National School of Administration (ENA)**, proud of its history, its achievements and its reputation as a national, regional and international training destination of excellence, always strives to anticipate and meet the expectations of learners and other training beneficiaries, as well as of its partners and other stakeholders, through the fulfilment of its missions, which consists mainly of :

- ☒ Initial training for senior and middle officials, preparing them for their duties within the various administrative structures ;
- ☒ Strengthening and developing the skills of central, regional and local public administration officials, as well as those from the private sector and civil society, in the areas of good governance, leadership, management and administrative innovation techniques ;
- ☒ Continuous training and skills development for employees of ministries, administrations, public firms and local authorities;
- ☒ Carrying out studies, consultations and administrative research, organizing conferences and seminars, and publishing the Tunisian Public Administration Journal as well as books and training supports;
- ☒ The organization of internal and external competitive examinations.

To carry out its missions and contribute to improving the quality of public service and developing effective and impactful public policies, ENA has begun implementing a quality approach in accordance with the requirements of international standard ISO 21001v2018, which provides a framework for establishing a management system for education/training organizations (SMOE).

This approach is structured around the following axes, considering aspects related to equal opportunities, inclusion and relevant pedagogical, didactic, scientific and technological developments:

- ☒ Promote good governance and the institution's own resources ;
- ☒ Remain active and recognized as a destination of educational excellence and an attractive platform at national, regional and international level;
- ☒ Be innovative in terms of initial and continuing training, as well as face-to-face and remote learning ;
- ☒ Continuously improve the qualifications of ENA's human resources ;
- ☒ Strengthen our openness to our external environment and our relations with our partners.

In addition, we are committed to meeting the necessary requirements, to continuously improving our SMOE and to ensuring sound management of intellectual property and fight against illicit practices.

We are also committed to providing the necessary resources and favorable conditions to ensure the success of this quality approach and the fulfilment of our societal responsibility in line with our values:

**Commitment, Neutrality, Abnegation, Equality, Transparency, Ethics, Deontology and Inclusion.**

**The Director of ENA  
Khaoula LABIDI**