



+ 389 02 2039-206
078 278 949

www.filos.com.mk
School of Foreign Languages



Accredited by **EAQUALS***

DOOEL F I L O S - Skopje
Ul. Mile Pop Jordanov br.72; 1000 Skopje
tel. 078 27 89 49
www.filos.com.mk

Filos LLC export import School of Foreign Languages was inspected by Eaquals in 2023 and met the high standards required for Eaquals accreditation. The teaching, the course programmes, as well as the course organisation, the learning resources, testing and evaluation were all judged to be of high quality. It was found that the institution takes great care to protect the welfare of its clients and staff, and all publicity materials produced by the institution are accurate and truthful.

The Inspectors identified points of excellence in the following categories:

Management and Administration

At Filos School of Foreign Languages, risk management and regular reviews inform strategic and business planning in a highly proactive and comprehensive way. There is a stated policy and evidence of emphasis on corporate and social responsibility as well as an ethical approach which is evident in the way the school offers free classes on a regular basis to ensure the successful outcome in student exam performance.

Quality Assurance

Quality assurance is excellent because of the comprehensive policy and procedures which provide a framework for establishing and reviewing quality objectives ensuring that all non-conformities are dealt with. Cases where improvement is needed are identified, promptly analysed and corrective measures taken. Communication with Students and Clients Teachers frequently use multiple channels of communication with parents and inform them about student progress and offer them an opportunity to raise any points of concern or praise. There is evidence that there are highly proactive systems to ensure



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action is regularly taken where necessary to rectify situations that have given rise to complaints or concern in student feedback.

Student Services

The school is exceptionally customer focused and this can be seen in many areas: all cases of student and parent complaints are documented, analysed, actions taken and the records kept, teachers adapting timetable to the needs of students, the reduction of fees in case of student illness, teachers' care about student results in their regular school results and helping them achieve better results, offering extra classes free of charge in case of students with special needs, offering free courses to students who cannot afford it. www.eaquals.org Exceptional care is taken to help students, especially young students to keep themselves safe at all times, for example, all teachers undergo a regular obligatory biannual health check, school regulations precisely define the conduct of teachers who work with very young learners, teachers are obliged to stay with young children until they are picked by their parents, and they take special care of safety in schools which have direct access to the street. There is an excellent leisure programme with the school planning events such as films, plays and exhibitions or a pizza evening in town with the parents and students at the end of the school year to celebrate success.

Staff Employment Terms

The institution has a very clear system of salary scales, pays generously above average salaries, pays for staff travel to and from work, and additional medical insurance for staff who have been with the school ten years or longer. In addition you are permitted to publish or share the final version of your report on



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condition that it is shared or published in its entirety only. I would like to extend my warmest congratulations on the result of the inspection. At the same time, I encourage you to take careful note of the inspectors' recommendations and I wish you well with your programme of continuous improvement.

Angela Signorastrì
Director of Accreditation



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