



# The Gateway

## Statement of Service

### What can you expect from our service?

Deciding to come to university is a big decision, so our aim is to ensure that you choose the right course. The University of Wolverhampton offers courses across our faculties at both undergraduate and postgraduate level.

#### We can offer advice and guidance on:

- ✓ Choosing the right course for your future development and/or career.
- ✓ What qualifications you need to apply to University.
- ✓ How to apply for available financial support.
- ✓ Whether full-time or part-time study would be your best option.
- ✓ How to apply and when.
- ✓ How to write an effective personal statement.
- ✓ The needs of mature students and those who have been out of education for a while.

#### What you can expect from us?

Here at the University of Wolverhampton, respect and friendliness are embedded in our culture. At the Gateway, we endeavour to offer:

- ✓ A friendly and professional level of service.
- ✓ Impartial advice and guidance that is realistic and achievable.
- ✓ Up-to-date information that is transparent and relevant to your individual needs.
- ✓ The opportunity to speak to an advisor at a time to suit you whenever possible, Monday-Friday (9.00am-5.00pm).

#### What we expect from you

When you visit the Gateway, you can be assured that we will strive to deliver the very best level of service possible. In return, we ask that you:

- ✓ Let us know if you need to cancel or reschedule an appointment.
- ✓ Attend appointments on time and fully prepared, and provide us with as much relevant information as possible for us to fully respond to your enquiry.
- ✓ Ensure that all information provided to us is honest and correct.
- ✓ Treat all Gateway staff with dignity and respect.

#### Equal opportunities

The University of Wolverhampton welcomes enquiries from all people regardless of age, race, gender, sexual orientation, religious or political beliefs, disability, marital status, or background.

#### Tell us about your experience!

We welcome any feedback (good or bad) about our service. Please use the comments box provided on the reception desk, or email us at [Gateway@wlv.ac.uk](mailto:Gateway@wlv.ac.uk). We look forward to hearing what you think.