

# CONTENTS

<b>CONTENTS</b> .....	page <b>1</b>
<b>GENERAL INFORMATION</b> .....	page <b>2</b>
<b>GENERAL INTEREST</b> .....	page <b>5</b>
<b>HEALTH &amp; WELL-BEING</b> .....	page <b>9</b>
<b>HUMANITIES</b> .....	page <b>15</b>
<b>LITERATURE, CREATIVE WRITING &amp; LANGUAGES</b> .....	page <b>21</b>
<b>MUSIC AND DANCE</b> .....	page <b>23</b>
<b>PERSONAL DEVELOPMENT</b> .....	page <b>26</b>
<b>LACEMAKING, EMBROIDERY &amp; TEXTILE ART</b> .....	page <b>29</b>
<b>CREATIVE CRAFTS</b> .....	page <b>32</b>
<b>VISUAL ARTS</b> .....	page <b>40</b>
<b>ALSTON PROGRAMME</b> .....	page <b>45</b>
<b>CHRISTMAS PROGRAMME</b> .....	page <b>48</b>
<b>INDEX &amp; CALENDAR</b> .....	page <b>51</b>

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# GENERAL INFORMATION

## HOW TO USE THIS BROCHURE

### Search for a course by subject

- If you are looking for subjects within a curriculum area, please refer to the "Contents" list near the front of the brochure.

### Search for a course by date

- If you are looking for a course on a particular date or title, please refer to the "Index & Calendar" at the back of the brochure.

When booking, wherever possible please have a note of the course code, title and date to hand. The course codes are listed at the side of the title of the course. Where there are a number of dates available to choose from, the code will be along side the appropriate date.

## HOW TO BOOK

The college booking office is open 9.00am – 5.00pm every day of the week, including weekends.  
Telephone 01772 784661.

- **By Telephone:** contact the college and pay by credit card, switch or debit card.
- **By Post:** with a cheque made payable to "Lancashire County Council". We will need to know: your full name, address including postcode, telephone number, date of birth, nationality and course details.
- **Pay in Person:** at the College.

Early booking is advised in order to ensure your place and to enable us to make a decision as to whether the course is viable. Courses are reviewed before their start date and should enrolments be low, the college reserves the right to postpone or cancel such courses.

## WHAT DO THE COURSE FEES INCLUDE?

### Residential Courses

- Tuition and full board. Please note that the fees shown by each course are based on standard accommodation. Supplements are payable for ensuite facilities.

### Day Courses

- Tuition, tea/coffee, 2-course lunch and full afternoon tea (except where stated otherwise).

### Alston Programme

- 3-course dinner with coffee and a lecture or recital.
- 2-course lunch with coffee and a lecture or recital.

You may be entitled to a 50% reduction in tuition fees on some but not all courses if you are claiming certain income-related benefits or are dependent on someone claiming income related benefits – full details are available from college reception, the college Notice Board or the Service website ([www.lal.lancashire.gov.uk](http://www.lal.lancashire.gov.uk)).

## PAYMENT DETAILS

### Day Courses:

Full fees, including the registration fees, are payable at the time of booking.

### Residential Courses:

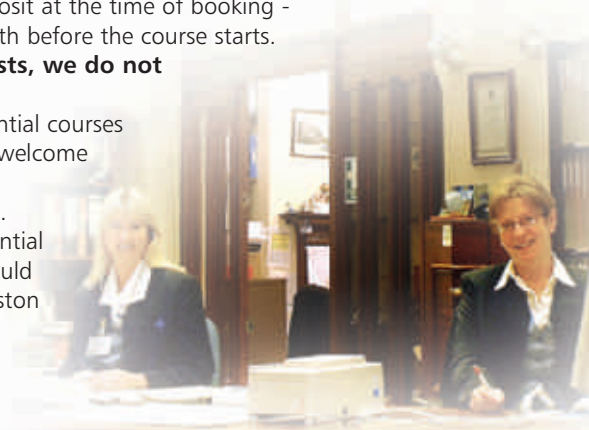
- Please call the college office before making a residential booking to check appropriate accommodation is available.

There are two stages to booking a residential course:

1. Payment of a non-returnable deposit at the time of booking -
2. Payment of the balance one month before the course starts.

**Please note that to reduce costs, we do not send reminders.**

- Unless otherwise stated all residential courses start with evening meal. You are welcome to register from 5.00pm on the evening of the start of the course.
- Non-residential learners on residential courses. If you live locally and would prefer not to stay overnight at Alston Hall, you are welcome to attend residential courses at a reduction of £20.00 per night.



## SUPPLEMENTS FOR RESIDENTIAL ACCOMMODATION

Alston Hall has 31 bedrooms and can accommodate up to 49 residents. 26 of the bedrooms have ensuite facilities and 5 are standard rooms with a washbasin. Tea and coffee making facilities, towels and complimentary toiletries are available in every room.

Standard rooms do not normally attract a supplement  
Ensuite single rooms - £9.00 per night supplement  
Ensuite shared rooms - £5 - £6 per person per night

Overnight accommodation may also be available if you wish to extend your stay or link our day activities together. Please contact reception for further details.

## CANCELLATIONS AND TRANSFERS

The college reserves the right to postpone or cancel any course due to unforeseen circumstances or insufficient numbers. In this event the full course fee will be refunded or (if preferred) a transfer of fees to another course will be arranged. We endeavour to inform you of this one week before the start of the course. We are not able to reimburse other related or incurred costs. We strongly recommend that you take out insurance to cover these eventualities. For further details of such insurance, please read the leaflet forwarded to you when you book your course.

If you need to cancel your course booking, please note that cancellations within 10 working days of the start of the course will incur the full cost of the course.

## INTRODUCE A FRIEND!

Why not introduce a friend to Alston Hall's residential programme! We will offer a discount of £10.00 on the balance to be paid by them for their fees due on a residential course. The friend must not have attended a learning activity at Alston Hall within the last 2 years and this offer is only applicable to residential enrolments.

## WE CAN HELP YOU!

- A course information sheet will be sent to you upon payment of the full fee and is available on request from the college prior to enrolment if required.
- We welcome participation by learners with disabilities. The college has a range of assistive technology available and wheelchair access is available to most parts of the college. Please call us to discuss any particular additional needs before your course.
- Special Dietary requirements – We can only cater for requests for vegan, medically recommended and religious restrictive diets. Please notify us prior to the course.

The college is grateful for permission to reproduce photographs from a variety of sources.

This brochure can be produced in a number of different medias, including some different languages, upon request. Please contact the College Office for further details.

## DATA PROTECTION STATEMENT 2008-09

The information you provide in respect of your enrolment will be passed to the Learning and Skills Council (the LSC). The LSC is responsible for funding, planning and encouraging education and training for young people and adults in England, and is registered under the Data Protection Act 1998. The information you provide will be shared with other organisations for the purpose of administration, careers and other guidance and statistical and research purposes. Other organisations with which we will share information include, the Department for Children, Schools and Families, the Department for Innovation, Universities and Skills, Connexions, Higher Education Statistics Agency, Higher Education Funding Council for England, educational institutions and organisations performing research and statistical work on behalf of the LSC or its partners. The LSC also administers the learner registration service (LRS) which will use your information to create and maintain a unique learner number (ULN). The LSC is also a co-financing organisation and uses European Social Funds from the European Union to directly or indirectly part-finance learning activities, helping develop employment by promoting employability, business spirit and equal opportunities, and investing in human resources. Further information about partner organisations and the ULN and what they do, may be found at [www.lsc.gov.uk/providers/Data/help/](http://www.lsc.gov.uk/providers/Data/help/) and by following the links to data protection. At no time will your personal information be passed to other organisations for marketing or sales purposes. From time to time learners are approached to take part in surveys by mail and phone, which are aimed at enabling the LSC and its partners to monitor performance, improve quality and plan future provision. The data controller for Lancashire County Council is the Data Protection Officer, PO Box 100 County Hall, Preston, PR1 0LD.