

HEALTH ADVISOR TRAINING

At IC24, your journey begins with structured preparation, strong support and real-world practice. Our goal is to ensure you feel confident, skilled and ready to make a meaningful difference for every patient you support.

Induction and Essential Learning

Welcome to IC24! Meet your trainers, understand our mission and begin foundational NHS Pathways learning to prepare for your role.

Core Module One Training

Participate in blended learning - including classroom and online sessions, and self directed study - led by experienced NHS Pathways Trainers.

Learning Checkpoints

Complete two assessments covering training material (one resit opportunity per assessment, if needed).

Supported Coaching Practice

Undertake supervised live call handling in our Contact Centres, with continuous support from experienced Coaches.

Ongoing Development

Engage in workshops, Core Module 2 training, monthly coaching and further essential learning to enhance skills and gain comprehensive call experience.

Full attendance is expected, with training taking place over four to five consecutive block weeks.