

BECOMING A HEALTH ADVISOR AT IC24

INTEGRATED CARE



ESSENTIAL PRE-LEARNING

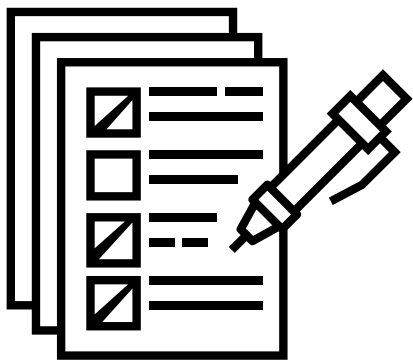
One week before your course starts, you will receive log-in details to access the pre-learning for this course. This is essential learning and **must** be completed before Day One of training.

CORE MODULE ONE TRAINING

This part of training takes three weeks (37.5 hours per week) and is completed through a blend of classroom, online and independent learning sessions. You will be guided by one of our experienced NHS Pathways Trainers.



Every day of this course must be attended in order to pass and progress into the role.



ASSESSMENTS

In order to ensure that our Health Advisors are properly trained and safe to practice, you will be assessed twice during the process on what you have learnt.

The first assessment covers the material from the course pre-learning and the second assessment covers content delivered in the first two weeks of training. There is one opportunity to resit each assessment if it is not passed on the first attempt. You will also be assessed on taking practice calls during training.

SUPPORTED PRACTICE TRAINING

Once you have completed the first three weeks of training, you will move into the Contact Centre for a period of 37.5 hours 'supported practice' (spread across weeks four and five) and start to take live calls. During this time, you will have an experienced Coach to support you as you take your first calls. This is the final part of your initial training before sign-off.



You will experience working on a range of shifts (which may be any time during our 24 hour service) during this supported practice training to experience a variety of calls.

ONGOING TRAINING

Between weeks four and ten, you will complete a set of follow up training sessions including a 'Probing workshop', a 'Mental Health workshop' and a two day 'Core Module 2' course.

