

Certification in person centred competency



A globally recognised credential for health and care professionals who want to lead, evidence and advance person centred practice.

A unique framework

The Picker Person Centred Care Competency Framework is built from the ground up on the Picker Principles of Person Centred Care, and supported by the Picker Principles of Person Centred Digital Care.

It translates person centred values into observable behaviours, practical competencies and a credible certification pathway - filling the gap that generic continuing professional development has never been able to close.

Unlike off-the-shelf training programmes, the Framework combines established global evidence, including COM-B behaviour change science, compassionate leadership research and improvement methodology, with Picker's unique person centred care lens. Every competency maps directly to the Picker Principles and to the domains that experience data measures.

The Framework is published as a public good. Any organisation or individual can access and apply it freely. Learning, credentialling and accreditation build on top of it through the Picker Experience Institute.

Four reasons the Picker Person Centred Care Competency Framework is different:

Anchored in global evidence

Built on COM-B behaviour change science, compassionate leadership research and improvement methodology with Picker's person centred care overlay.

Observable and assessable

Every competency is expressed as a specific, visible behaviour. Managers can assess it, staff can develop it and organisations can certify it.

Linked to experience outcomes

Competencies map directly to the domains measured by Picker's experience data tools, giving a clear line from staff development to patient outcomes.

Free public standard

The Framework is published and shared as a public good, making it freely accessible to any organisation.

The eight competency domains

1. Foundations of person centred care

Person centred care is not a set of tasks, it is a way of practising. This domain establishes the shared values, language and evidence base that underpin everything Picker stands for.

2. Communication and compassionate care

How we communicate is how we care. This domain builds the relational skills that evidence consistently identifies as the greatest driver of positive patient experience.

3. Equity, inclusion and cultural safety

Every person deserves care that sees them fully. This domain builds the skills to identify, name and act on inequity, ensuring person centred care reaches everyone equally.

4. Measuring what matters

Data only drives improvement when it is understood, trusted and acted upon. This domain builds the capability to turn patient experience insight into meaningful change.

5. Experience-Based Co-Design

The definitive domain for partnering with patients and families to redesign services. This domain builds the skills to lead experience-based co-design and person centred quality improvement.

6. Teamwork and psychological safety

This domain develops the collective conditions, trust, candour, and shared responsibility that high-performing, person centred teams depend on.

7. Person centred leadership

This domain develops the leadership behaviours that sustain person centred care beyond individual practice, embedding it in culture, governance, and the way change is led.

8. Digital, data and AI in person centred care

This domain builds the critical skills to harness digital innovation and AI without compromising the human connection that defines excellent care.

Four routes to access

Access the Picker PCC Competency Framework your way, with a choice of four distinct routes – all leading to the same certification standard.

1

Open access courses

Scheduled courses delivered online and in person by Picker's expert faculty. CPD-aligned certification on completion.

2

On-demand modules

Flexible, self-paced online learning on any device. Certified on completion and stackable towards full accreditation. Subscription service available late 2026.

3

Bespoke organisational programmes

Tailored delivery approach mapped to your strategic priorities, your teams and your improvement goals. Delivered by Picker or via accredited in-country partners.

4

Individual accreditation pathway

Complete all eight courses and submit a portfolio of real-world implementation evidence to become certified. Globally recognised credential with a revalidation pathway.

All routes are certified on completion and lead towards the full certification in person centred competency.

Becoming a certified person centred practitioner

The Certification in Person Centred Competency is a globally recognised credential for health and care professionals who can demonstrate competency across all eight domains of the Picker PCC Competency Framework. It is assessed, evidenced and certified – not simply awarded on attendance.

Certification requirements

- Completion of all eight certified courses.
- Submission of a portfolio of real-world implementation evidence across all eight domains.
- Assessment by Picker accredited assessors.
- Certification issued by CIHQ International with Picker validation and authority.

The credential carries a revalidation pathway, ensuring certified practitioners maintain and develop their competency over time. It is designed to be internationally portable and recognised across health and care systems globally.

Ready to begin your certification journey, or explore what the Framework could do for your organisation?

Whether you are an individual practitioner looking to certify your person centred competency, a clinical lead looking to develop your team's capability, or a workforce director seeking to embed person centred care across an organisation, the Picker Experience Institute team can help you find the right pathway.

Talk to us today – scan the QR code or [click here](#)



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