

Approved Service Provider Incentive Scheme FAQs

How are bookings linked to my organisation?

When you join the scheme as an Approved Service Provider (ASP) you will be given a unique booking URL that links directly to the Trinity booking platform. When a candidate uses this link to make a booking, your organisation details will automatically be populated and associated with the booking.

When can I start to use the URL?

You can use the URL as soon as it is issued to you. The scheme runs on a financial year basis, renewing in April. Your bookings are calculated on an annual basis in line with any targets or minimum thresholds that have been agreed with Trinity when you finalised your ASP contract.

How is commission paid?

Commission will be based on the full basket total for the booking including any additional services purchased in addition to the test.

Commission is only tallied when the candidate has sat their test, and results have been issued (not at the point of booking).

How will I get paid?

Payments will be made at regular intervals, dependent upon the volume of candidates that are referred. We will also provide reports on referrals on request.

Can I still make changes/amendments/reschedules?

Existing benefits of assistance with cancellations or rescheduling without admin fees will remain in place.

What happens if a candidate books directly through Trinity not using my unique URL? Can my details be added to the account after the booking has been made?

Yes. If an ASP calls to advise a booking has been made without their unique URL, then the candidate will need to notify us directly, in writing. If the candidate calls, then the details can be added without further checks.

How does a candidate get a link/ URL?

The unique URL should be embedded within the ASP's website or provided directly to the candidate via email or other promotional routes.

Can Trinity send a prospective candidate a link?

No, candidates must be referred to us by unique URL that is coming from an ASP.