



Q. How do I know what courses I should take?

A. For all questions regarding training required to perform work at Syncrude you should contact your Contract Company Supervisor or Contract Company Administrator.

Q. I need to take training that is not listed in the Contractor Learning Academy, how do I register for the training?

A. Speak with your Contract Company Supervisor who will make a request to the Syncrude Center of Learning & Development Team (CLD). The CLD team will check the Additional training requirements Training Matrix Addendum (on contract) and register the contractor if the training is required.

Q. How do I (Contractor's Supervisor) see what classes are available for my employee?

A. Your employee can view the available classes on the Contractor Learning Calendar. They can share this information with you online real time in their Contractor Learning Account.

Q. How do I (Contractor's Supervisor) see what training my employee has taken or needs to recertify for?

A. Your employee can:

- Show you their wallet card
- Download and print off a course certificate or list of the courses they have completed
- Show you live in their Contractor Learning Account what courses they have completed or have coming due.

Q. What browser should I use to access the Contractor Learning system?

A. Most browsers are compatible with Contractor Learning e.g., Chrome, Safari, Edge etc. We do not recommend using Internet Explorer, Microsoft is making this browser obsolete in 2021.



Q. Can I access Syncrude’s Contractor Learning Academy from a Mobile App?

A. Yes, download the UKG Pro Learning App from your Android or iOS device.
Note: you must create your Contractor Learning Account on a Browser before using the Mobile App.

Q. Can I cancel the event (Instructor Led class) I registered for and select a different date.

A. Yes, the Contractor Learning Academy allows a Contractor to register and unregister for an event and then register for an event on a different date/time.

Q. I have questions on how to use the Contractor Learning Academy where can I get help?

A. There are a number of "How To" Job Aids under the Resource section of the Contractor Learning Page which can be found at at www.syncrude.ca – Company – Contractor Learning.

For any technical issues email contractorlearning@syncrude.com

Q. I have forgotten my password, how do I reset it?

A. View the "Forgot my Password" Job Aid under the resources section of the Contractor Learning Page at www.syncrude.ca – Our Company – Contractor Learning.

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