

FAQ's



Got a question? We are here to answer!

If you don't see your question here, drop us a line on your [Contact Page](#)

What if there are no available classes?

It is important for employees to submit ' Learning Requests ' via YOUNGROW to all open enrollment Innovation Academy classes which there are no available classes or you can't find a class which works for you. This helps track the class demand and allows the Innovation Academy to coordinate with the internal facilitators to promptly schedule additional classes. If needed, contact the YOUNGROW Course Owner for additional information.

What if I need to cancel my registration for a class?

Employees can 'Drop' a class thirty (30) days before the class start date in YOUNGROW. Employees are unable to **withdraw** from any Innovation Academy class within thirty (30) days of the class start date, with limited exceptions. All cancellations within this timeframe and/or 'No Show' participants will be charged a cancellation fee (by the GPD). The only exception will be in **extreme circumstances of a personal emergency** .

What if I can only attend a portion of the scheduled class?

All classes must be completed in their entirety with no exceptions. If you are unable to attend 100% of the modules do not enroll in the class or promptly 'Drop' the class. Joining late and/or missing portions is unacceptable and disruptive to other participants.

Why are only basic training modules included?

The initial launch of the Innovation Academy booklet contains only basic training modules. Intermediate and advanced training materials will be included in a second step.

Why are there no specialized technical training modules?

The Academy targets technical training that is transversal in nature, e.g. relevant for a large majority of those involved with Innovation (DOE, statistics, modeling, certain aspects of chemistry or physics that apply to a broad audience, etc.). More specialized technical topics that are relevant for much smaller groups are out of scope.

What is the rationale behind "Mandatory," "Recommended," etc.?

The courses marked as Mandatory are linked to Compliance, whether legal, regulatory, or Syensqo internal policies. For other courses, senior colleagues & managers provided input to differentiate between those that are strongly recommended, recommended, or dependent on job accountabilities. Ultimately, you should work with your manager and, based on your judgment, create the development plan that best suits you.

Is there a specific timeframe in which I must take the "Mandatory" training?

There is no firm deadline *per se*, but as these modules are linked to Compliance, we suggest you prioritize them in your development plan. You should work with your manager to determine what timing is appropriate.