
Tips to Prepare for a Video Interview

1. **Test your technology:** Before you start, test the video and audio on your computer, laptop or mobile device. Also ensure that your internet connection is stable. Try video-calling a family member or friend to make sure both video and sound are working. We recommend you complete your interview on Google Chrome, the HireVue App for Candidates, or other supported browsers like Firefox or Safari to avoid potential issues.
2. **Practice, practice, practice!** Interviewing is a skill and gets better with practice and will help reduce nervousness. Do the HireVue practice questions as many times as you need to, once you've logged in, until you feel comfortable – it's not recorded and we don't see it. Keep in mind, the practice questions you will be asked are not the same questions you'll be asked in your video interview.
3. **Make sure you're comfortable:** Find a quiet, private, well-lit spot where you'd like to do your video interview that is free from noise and possible interruptions (avoid coffee shops and other communal spaces). Have some water with you in case you get thirsty.
4. **Calm your nerves:** Remember, it's normal to feel nervous. Once you start the video interview, if you stumble over an answer, get tongue tied or feel like you're rambling, it's okay to stop, breathe and start over. And, if you'd like to re-record that answer entirely, we'll give you that option! But please note, we've only allowed two retries per question, so make sure you keep track.
5. **Be yourself:** Interviewing can be nerve-wracking, but the nice thing about video interviewing is that it lets you take the interview in your own chosen space and at your own time. Remember, the purpose of an interview is to allow us to learn more about you, your experiences, and your ultimate fit for this job, so help us learn more about you! Don't know what to wear? Dress professionally the same way you would for an in-person interview.



Frequently Asked Questions

Q: What's a Video Interview?

- A. Following the resume review, we invite qualified candidates to complete a pre-recorded video interview. It's an opportunity for you to share more about yourself (other than just a written resume), at a time that's convenient for you and in the comfort of your own chosen location. You use a personal device which can connect to the internet, such as a mobile phone, laptop, desktop, or tablet. It helps our recruiters and hiring leaders learn more about your experience and qualifications. We use these videos to help eliminate bias through a consistent rating method so that every candidate is scored against the same standards. Click [here](#) to learn about the video interview from HireVue.

Q: What will the experience be like?

- A. From your email invitation, click the link to start the practice and then the interview. Their system will then run a check to make sure that everything is working properly (an equipment check). Practice at least once (or as many times as you'd like!) in the system to make sure you can see and hear properly. Once you've practiced, proceed to the interview where you'll have 30 seconds to prepare your answer and 3 minutes to record.

Q: What devices are compatible?

- A. You can use an Android or Apple smartphone or tablet with a front-facing camera, Windows computers running Windows 7 or higher with a webcam and microphone, or an Apple computer with a webcam and microphone. Most computers have a built-in webcam and microphone or you can use an external webcam and microphone.

Q: How are these videos assessed/evaluated?

- A. While HireVue has the functionality to use Artificial Intelligence to assess body language or behavioural cues, at Suncor we are not currently using this technology in our screening process.

Q: Is this facial recognition technology?

- A. No. HireVue does not use facial recognition technology or track facial features for identity recognition purposes.

Q: What if I don't want to see myself on video answering questions?

- A. Once you start, and if you find you don't want to look at yourself talking, feel free to select the "hide video" button and a dark image outlining your shadow will appear. You will still see a faint image of yourself but it reduces the visibility and makes it less of a focus.

Q: What if there are technical difficulties?

- A. If you experience technical difficulties connecting to the video interview, contact [HireVue customer support available 24/7](#).

Q: What if I need accommodations?

- A. In the HireVue interview, you can [request](#) for accommodations. For any applicants requiring additional accommodations, please advise us at jobs@suncor.com, referencing your job posting number if possible.

To view our Accessibility policy, please visit the Suncor website. Suncor's practices align with the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).