



Relativity Certified Trainer Program Guide

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Overview

Relativity Certified Trainer Program

The Relativity Certified Trainer Program (“[RCT Program](#)”) is designed to equip Relativity’s customers with the tools and information they need to train their internal staff and customers successfully. Participants will learn how to train their staff and customers with Relativity training materials, RelativityOne training environments, and access to our training team.

By participating in the RCT Program, each Relativity Certified Trainer and Sponsoring Company will be deemed to have accepted and agreed with all terms in this guide, including but not limited to the legal terms and conditions below. Relativity may update this guide from time to time but will use reasonable efforts to notify you of any material changes. You may freely withdraw from the RCT Program at any time by notifying training@relativity.com.

Relativity Certified Trainer Classes

As part of the RCT Program, you can become certified to teach several authorized Relativity training courses. Those topics include:

- Review Foundations
- Admin Foundations I and II
- Data Ingestion
- Analytics

You must receive sign off for each class independently in order to be able to train it as a Relativity Certified Trainer. As such, each of your credentials will specify which training you have been certified to teach, e.g. Relativity Certified Trainer – Review Foundations. Your first RCT credential must be for Review Foundations.

Becoming a Relativity Certified Trainer

Minimum Requirements for Program Entry

Upon meeting the minimum program entry requirements as outlined below, you are eligible to participate in the RCT Program. More information is available in the Relativity Community on the Education Center tab under the Additional Resources section “Training.” Click on “Become a Certified Trainer.” **Facilitation Experience**

(One Year Required)

You are required to have one year of facilitation experience, inclusive of multiple occasions/examples, before applying to the RCT Program. Presenting to a group of people, teaching a subject, speaking at a conference, helping to onboard new hires or similar experiences are examples of necessary experience.

Active RCA Certification

You must be a [Relativity Certified Administrator](#). Expired RCA certifications do not meet the requirements.

Sponsoring Company Each Relativity Certified Trainer must be sponsored by their employer ("**Sponsoring Company**"). As a Relativity Certified Trainer, you are qualified to conduct training only for your Sponsoring Company's personnel or your Sponsoring Company's End User's personnel (see "Approved Training Audiences" section below). Your Sponsoring Company must be a licensed user of Relativity (either via a direct contract with Relativity or through a Relativity provider), and must be in "Good Standing," as further set forth in the Legal Terms and Conditions attached hereto.

The minimum program entry requirements are subject to change at Relativity's discretion.

Relativity Certified Trainer Program

To earn a Relativity Certified Trainer credential, you must successfully complete the RCT Program, which includes a training evaluation you must pass.

You must attend the program in full to earn your first RCT credential. A key tenet of the program is peer feedback, and we expect that attendees will be attentive and provide thoughtful feedback throughout the program. For subsequent credentials, you do not need to attend the full program again; rather, you will be able to participate in a virtual training evaluation option which is discussed later in this document under Virtual Training Evaluation option.

The program includes a self-paced component delivered via Relativity Learning, and you must also attend an in-person session (or virtually, if specified) for its entirety. Throughout this time, you will:

- observe the Review Foundations training.
- interact with the technology used to deliver Relativity training.
- review and implement adult learning principles and training best practices.
- conduct live demonstrations of Relativity functionality.
- create supplemental content to personalize and contextualize the Relativity training experience.

All portions of the program, including the instruction from the Relativity trainer, each RCT candidate's presentations, and the final evaluation, will be conducted in English.

Final Evaluation

You are evaluated on the last day of the in-person sessions using a rubric. The evaluation for final sign off includes:

- Presentation skills
- Content knowledge

Results are delivered to you via email within two (2) business days of your final evaluation. If you pass the RCT Program evaluation, you will earn the Relativity Certified Trainer credential for the Review Foundations course.

Remediation

Failure to pass the final evaluation at the end of the program will result in a Fail. As part of the RCT Program, Relativity will provide remediation in the form of additional support and a second evaluation. The following is an **example** remediation timeline:

October 31-November 1 – In-person sessions.

November 1 – Final evaluation, resulting in a failure.

November 4-8 – You will receive support in the form of technology via a RelativityOne training environment to continue improving your skills. You will also receive one additional coaching and feedback session. Your second and final evaluation will take place one week after your feedback session.

November 11-15 – During this time, the attendee will reach out to the Relativity Training Team to attempt a second and final evaluation via an online Teams meeting. This meeting will be an hour long and allow the attendee to re-do their final evaluation.

Should you fail your second and final remote evaluation, you will not earn the Relativity Certified Trainer credential at that time. You must re-register for a future session and attend the full program again. Attempts at certifying via the RCT Program are limited to two (2) within a calendar year.

We suggest taking additional courses, depending on what evaluation criteria you do not meet.

- [Training](#)
- [Adult learning](#)
- [Advanced instructional techniques](#)
- [Relativity in-person trainings](#)

Virtual Training Evaluation

After an RCT has successfully completed the program and become certified in Review Foundations, they are eligible to participate in the Virtual Training Evaluation for the following additional trainings:

- Admin Foundations I or II
- Data Ingestion
- Analytics

The process for the virtual training evaluation is as follows:

1. Email training@relativity.com to request evaluation to conduct an additional training.
 - The Relativity Training Team will respond with access to a recorded video of the training so that the Relativity Certified Trainer can view the training in its entirety prior to receiving the material.
 - Once the Relativity Certified Trainer has viewed the video and is ready to begin studying, they will work with the Relativity Training Team to determine a mutually convenient exam date.
 - Once the exam date is scheduled, the Relativity Certified Trainer will receive the corresponding training material to study for their sign off. This material includes the determined evaluation modules and exercises, the corresponding workbook, and a supporting RelativityOne training environment to practice.
 - On the exam date, the Relativity Certified Trainer will present a pre-determined evaluation module to the Relativity Training Team. The Relativity Training Team will utilize a rubric to determine passing.
 - If the Relativity Certified Trainer passes, they will receive access to the training materials (Outline, PPT, and Workbook) and they may now deliver that Relativity training course.
2. If the Relativity Certified Trainer does not pass, they will be given one final opportunity to sign off.

Maintaining Your Certification Status

Relativity Certified Trainer Maintenance Requirements

To continue as a member of the RCT Program, you must earn eight (8) trainer credits during your certification year. Note: these are not Relativity Continuing Education (RCE) credits. The following options are available for recertification:

- Teach the full course you are certified in once per your certification year (i.e. based on the date you received your certification status) – 8 trainer credits ○ If you have multiple Relativity Certified Trainer certifications, you can consolidate your start/end dates for easier maintenance by reaching out to certification@relativity.com.
- Certify to train an additional course (i.e. if you are certified in Review Foundations and go through the process to train Admin Foundations, adding that course to your list of certifications will recertify your Review Foundations certification for the year) – 8 trainer credits
- Facilitate a shorter version of Relativity training, earning one credit per hour taught – 2 trainer credit minimum, i.e. you must submit a request for a minimum of two hours trained
- Author or co-author training-related content – 2 credits
- Participate in training-focused learning event – 2 credits
- Peer feedback session – 2 credits

To ensure the ongoing success of the program, Relativity also asks that RCTs act as a resource for others by sharing their training experiences in the closed RCT Community group and providing feedback about the program as needed.

In addition to earning trainer credits, you must also meet the following criteria to remain an active RCT:

- Maintain your active RCA Certification status.
- Maintain an employment relationship with your Sponsoring Company.

Relativity reserves the right to remove you or your organization from the RCT Program for cause or convenience, including for violation of any of the terms set forth in this guide. Additionally, Relativity reserves the right to change or discontinue the RCT Program at any time.

What happens if I leave my Sponsoring Company?

If you leave your Sponsoring Company, your Relativity Certified Trainer certification will terminate unless you designate, and Relativity approves, a new Sponsoring Company (i.e. your new employer). If Relativity approves a new Sponsoring Company, your Relativity Certified Trainer certification will travel with you and you will be eligible to conduct Relativity training sessions for personnel at your new Sponsoring Company and/or at your new Sponsoring Company's End Users. Your original Sponsoring Company is no longer eligible to conduct Relativity training sessions unless they have other Relativity Certified Trainers on staff. Contact training@relativity.com to notify Relativity of any changes to your Sponsoring Company.

RCT Program Benefits

Being a Relativity Certified Trainer means that you have joined an exclusive group of highly technical and instructional experts who are passionate about technical training and Relativity. The RCT Program adds value by providing you with the tools you need to conduct in-person or virtual training at your Sponsoring

Company and/or for your Sponsoring Company's End Users, validating your Relativity knowledge and ability to conduct training, and reducing the cost of training, in addition to the RCT Program benefits below.

Benefits

As a Relativity Certified Trainer, other RCT Program benefits include:

Discounts on Exams	You receive a 50% registration fee discount on future online exams you attempt, up to four (4) total registrations per exam version. The vouchers for the discount will be in the Relativity Community in your Certification Tracker. The vouchers will expire one year from your certification date.
Discounts on Trainings	You receive a 50% registration fee discount on future open enrollment trainings you attend, up to two (2) total registrations within your certification year.
Fest Discount	You receive a guaranteed pre-registration rate when purchasing a Relativity Fest pass. Relativity Fest is a fantastic event held in Chicago where you can get hands-on with the latest and greatest Relativity features, network, and learn!
Certified Trainer Certification	You receive a certificate highlighting your accomplishment and a logo pack to showcase your accomplishment via web or email. You will be able to track your certification in the Relativity Community, alongside your other certifications.
Trainer Community Access	We want to celebrate your achievement in the Relativity Community by connecting you with a network of other Relativity Certified Trainers. You'll receive special content, connect with other Relativity Certified Trainers, and access other resources in the RCT Community group.
Access to Survey Results	You receive feedback submitted by training attendees after you conduct and complete your training sessions.
Merch	You receive exclusive Relativity merch to highlight your Relativity Certified Trainer achievement.
Sponsoring Company Recognition	Your Sponsoring Company will receive recognition for having a Certified Relativity Trainer on staff on the Partner section of the Relativity website.

Pricing Structure

Investing in your participation in the RCT Program offers numerous benefits. The following explains the costs associated with the RCT Program:

Pricing

Program	The introductory RCT Program experience is required to achieve the Relativity Certified Trainer certification. For 2025, there will be a special event rate for program attendees who are also attending Relativity Fest (Sydney, London, or Chicago). You will confirm program entry requirements when registering for the RCT program. You are
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responsible for travel, accommodation, and other personal expenses, if applicable.

Conducting Classes Classes delivered on-site or virtually for your Sponsoring Company or your Sponsoring Company's End Users by Relativity Certified Trainers are billed at a 50% discount of our standard per attendee fee. This discounted rate includes access to Relativity training materials, access to Relativity training environments, and administrative setup of your course. Upon submitting a request to host your training to training@relativity.com and execution of the relevant training agreement, Relativity bills you at this rate for the number of participants listed (unless prepaid credits have already been purchased).

Relativity doesn't provide refunds if the final attendance number is less than requested. If you need to add additional attendees to a class beyond what was initially requested (but not exceeding the 12-person maximum as set forth in the Training FAQ), email training@relativity.com. Relativity will charge you the same rate for the added participants.

Training materials are provided virtually, and you are responsible for distributing them to attendees (either virtually or via hard copy at your own expense). Please note, any additional class costs are your responsibility (e.g., participant travel, lunches, etc.).

Relativity may, in its discretion, permit you to conduct one or more open enrollment training classes (i.e. classes that are marketed and scheduled through Relativity's website and are open to the public). Please email training@relativity.com to inquire.

Payment

There are three ways an RCT / their sponsoring company can pay for classes:

1. **Ad Hoc:** Learning and Community Operations (LCO) will require an agreement to be signed for each session they schedule, and they should be billed the standard \$350 per attendee rate for their attendees. LCO will include billing notes if they have had last minute cancellations or additions to ensure that finance knows the number of attendees to bill for.
2. **Prepaid Training Credits:** Clients with preexisting prepaid credits may use their prepaid training credits toward RCT training sessions. RCT attendees will still be 1 credit/person/class and no additional discount will be granted. No new agreement will be signed for classes using these prepaid credits.
3. **Prepaid RCT Training Credits:** Clients wishing to pre-purchase a bulk amount of RCT training credits may do so at the discounted rate of \$350 per attendee. These RCT training credits may only be used for RCT training classes and may not be used for any Relativity sponsored training sessions. We will require a prepaid credit agreement to be signed upon the purchase of the credits. No new agreement will be needed for each individual class.

Conducting Training Classes

Once certified, you will be able to conduct training for your Sponsoring Company and/or your Sponsoring Company's End Users at a frequency that works best for your organization. All training will be conducted in RelativityOne, and we do not provide training environments for previous versions of Relativity. To help practice in preparation for your classes you may obtain a RelativityOne training environment to run through the training. Email training@relativity.com to receive your practice environment. Please note only one (1) instance will be provided per quarter per person.

Approved Training Audiences

Relativity Certified Trainers may only deliver training courses for personnel employed by the Relativity Certified Trainer's Sponsoring Company, or if the Sponsoring Company is a Relativity Partner, Relativity Certified Trainers may also deliver training courses for personnel employed by the Sponsoring Company's customers ("End Users"). The Relativity Certified Trainer can travel and train Sponsoring Company and/or End User employees in other company locations. If the Sponsoring Company or End User is part of a global partnership, the Relativity Certified Trainer can train Sponsoring Company and/or End User employees across the global locations (e.g. if the Relativity Certified Trainer's Sponsoring Company is Acme France, the Relativity Certified Trainer can also deliver training courses for Acme Belgium and Acme Japan, provided that all employees share the primary Acme email domain).

Notwithstanding the foregoing limitations on approved training audiences, Relativity may, in its discretion, permit Relativity Certified Trainers to conduct one or more open enrollment training classes (i.e. classes that are marketed and scheduled through Relativity's website and are open to the public). Please email training@relativity.com to inquire.

Submitting Training Requests

We require you to schedule your classes at least two (2) weeks in advance to ensure your training environment is available on time and any applicable training agreements are signed. You need to provide the following information to Relativity in your scheduling request via email to training@relativity.com:

- Date and time of training, including time zone training will be held in.
- Physical address for where the training will take place (if not virtual).
- Name of Relativity Certified Trainer.
- Name of signatory for applicable training agreement.
- Evidence of connectivity to training environment (<https://training.relativity.one>)

Training Delivery Policies

- **Class size** – 1-12 attendees
- **Attendee Registration** – Registration of training attendees must be finalized three (3) business days before the start time of your class. If an attendee is no longer able to attend, you may substitute another attendee in their place. However, Relativity doesn't provide refunds if you are unable to replace the attendee. Relativity designed these training courses for an in-person or virtual audience, from the activities to the interactions.

- **Cancellation** – You may cancel your training class up to three (3) business days prior to the start time of your training. If you cancel a class, we will refund to the original payment method for that class (or refund any prepaid credits you allocated to the class). Class cancellations occurring within three (3) business days will result in a \$500 liquidated damages fee.
- **Workbooks** – You are responsible for providing a PDF link of the training workbook to attendees. You may print copies of the workbook for training attendees only if desired. Relativity is not responsible for purchasing materials or processing fees associated with the purchase.
- **Attendance Reporting** –To remain in good standing as a Relativity Certified Trainer, and for attendees to earn Relativity Continuing Education (RCE) credits for the attendees, report attendance accurately. To receive RCE credits, attendees must be present for the duration of the training. We will not award RCE credits for partial attendance. A report of the final attendance list is due to the Relativity Learning Management team at training@relativity.com within 24 hours of the training.
- **Unavailability dates** – No training may be conducted during the week of Relativity Fest Chicago (dates vary). No training will be conducted during training upgrade unavailability periods (dates vary). No training may be conducted during US Holidays and company shutdowns, so that our team may provide any needed support during a live training.

Survey Feedback

Relativity sends surveys to all training attendees and collects the survey responses. You will receive a summary of anonymous survey responses for classes that you conduct. If any of your surveys meet the following criteria, you will be required to meet with a Relativity Trainer to discuss the feedback and put together a plan of action to address it. If you train again and the surveys again meet the criteria for remediation outlined below, you will be required to meet with a Relativity Trainer to discuss the feedback. This will be the last remediation. If you receive surveys that meet the following criteria for a third time, you will be removed from the program.

Criteria for remediation:

1. CSAT scores less than an 8
2. Negative feedback

In Class Technical Support

Relativity will provide you with training environments in RelativityOne. Workspaces will be created automatically for the Relativity Certified Trainer and for each training attendee. If you experience technical issues, refer to the support guidelines outlined below.

Support Guidelines

- It is imperative to test your connectivity to the training environments at least three (3) business days before the training. You must confirm connectivity by sending confirmation of the connectivity test to training@relativity.com. Relativity will be unable to troubleshoot connectivity problems

during your class. The inability of an attendee to connect will result in the forfeiture of registration fees for that class.

- Connectivity failure may be a result of settings on the network, the individual workstation or both. Relativity provides directions on troubleshooting these issues ahead of the training. Engage your internal IT team to assist with troubleshooting these issues before training.
- Any malfunctions due to user error, failure to test connectivity, etc., are your responsibility to troubleshoot and no refund for training will be granted if the issue is found to be outside of Relativity's control.
- The Relativity Community Operations (CO) team will assist with any malfunctions due to Relativity failure between the hours of 8:00 AM to 5:00 PM (CST/CDT). Contact training@relativity.com for assistance. Relativity malfunctions occurring outside of this time will result in a full refund for the impacted attendees.
- Outside of the designated support hours contact support@relativity.com for assistance.

RCT Program: Legal Terms and Conditions

This Guide. By participating in the RCT Program, each Relativity Certified Trainer and Sponsoring Company will be deemed to have accepted and agreed with the policies and requirements in this Guide, including the legal terms and conditions set forth herein. Additionally, all policies contained in the [Relativity Training FAQ](#) and [Certification FAQ](#) shall apply to the extent they are applicable to the RCT Program and do not conflict with this Guide. Relativity may update this Guide from time to time, provided Relativity will use reasonable efforts to communicate any material changes via email or by posting a notice in the Relativity Community.

RCT Program Participation. Relativity reserves the right to change or discontinue the RCT Program at any time, provided Relativity will communicate any material changes via email or by posting a notice in the Relativity Community. Relativity Certified Trainers and Sponsoring Companies may freely withdraw from the RCT Program at any time by notifying training@relativity.com. Notwithstanding anything to the contrary contained in this Guide, Relativity retains sole discretion respecting all matters pertaining to the RCT Program, including decisions about whether to accept any party into the RCT Program or to permit any party to continue participating in the RCT Program even if such party is otherwise technically eligible. Relativity may also suspend or terminate any party's participation in the RCT Program at any time without prior notice in case of any violation of these RCT Program terms.

Sponsoring Company Eligibility. Each Sponsoring Company must be a licensed user of Relativity, as set forth above, and must be in "Good Standing", which herein means: (a) Sponsoring Company is in full compliance with, and has not violated any provisions of the RCT Program, any applicable laws, rules, regulations, court orders, or professional license rules of conduct; (b) there has been no litigation or dispute between Sponsoring Company and Relativity, and Sponsoring Company has continuously acted in good faith in dealing with Relativity, as determined in Relativity's sole discretion; (c) Sponsoring Company has not infringed or misappropriated any intellectual property rights of Relativity, as determined in Relativity's sole discretion; and (d) Sponsoring Company is not insolvent or subject to an insolvency proceeding. Each Sponsoring Company's ability to participate and obtain any benefits under this RCT Program will lapse if such company is no longer considered to be in Good Standing, as determined in Relativity's sole discretion.

Distribution of Training Materials; Recordings. As set forth above, each Relativity Certified Trainer and Sponsoring Company is responsible for distributing training workbooks from Relativity. Relativity may also provide other training and study materials, including but not limited to presentations, instructor guides, outlines, webinars, practice examinations, on-demand videos and tutorials, and study plans (together with training workbooks, "[Training Materials](#)"). The Training Materials may only be shared with and used by individuals who properly attended the training class for which the Training Materials were provided, unless Relativity provides written authorization otherwise. Relativity does not permit any training class to be recorded, and each Relativity Certified Trainer and Sponsoring Company agrees to comply with and enforce this policy.

Translation of Training Materials. All Training Materials are provided in English. Training Materials may not be modified, however, supplemental training materials in a non-English language may be created by the Relativity Certified Trainer, at their discretion; provided (a) all such supplemental materials created by the Relativity Certified Trainer shall clearly be identified as unofficial and not created, reviewed or endorsed by Relativity, and (b) Relativity will not be responsible for

the accuracy of any such supplemental materials, nor for providing support or answering questions related to the supplemental materials.

Intellectual Property. Relativity and its third party vendors own and shall continue to own the entire title and interest in and to all intellectual property and other proprietary rights related to Relativity, the Relativity training environment and the Training Materials. Relativity Certified Trainers shall retain, preserve, and not cover-up or obscure, any trademark, trade name, copyright notice or other proprietary notice on any Training Materials. No party is permitted to use any Relativity trademark or logo except as expressly set forth in this Guide or as authorized by Relativity in writing. Any use of Relativity's name, logo and trademark shall be in accordance with the [Relativity's Trademark Guidelines](#), as updated from time to time.

Confidentiality. In connection with the RCT Program, Relativity Certified Trainers and Sponsoring Companies may receive materials or learn information which is confidential and/or proprietary to Relativity ("Confidential Information"). Relativity Certified Trainers and Sponsoring Companies will maintain strict confidentiality respecting any Confidential Information, which includes materials, data or information that: (a) are marked or identified as "confidential", or (b) are of a nature, whether oral or written, that a reasonable person would know or suspect to be confidential or proprietary, or would know or suspect that there may be a detrimental effect on Relativity's competitive position or the integrity of Relativity's Training and Certification Programs if disclosed.

Limitation of Liability. Relativity does not provide any assurances or guaranties that any training administered by a Relativity Certified Trainer will be accurate, result in any particular level of skill in using Relativity, or prepare attendees to take successfully achieve any Relativity certification. IN NO EVENT SHALL RELATIVITY BE LIABLE TO ANY RELATIVITY CERTIFIED TRAINER, SPONSORING COMPANY, OR TO ANY THIRD PARTY FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, SPECIAL OR PUNITIVE DAMAGES WHETHER ARISING OUT OF BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, REGARDLESS OF WHETHER SUCH DAMAGES WERE FORESEEABLE AND WHETHER OR NOT RELATIVITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Relationship of Parties. The parties are only acting as independent contractors in connection with the RCT Program. Neither this RCT Program Guide, nor the actions of any party, nor any statements regarding "partners" or a "partnership" on Relativity's or any Sponsoring Company's website, in their respective marketing materials or other documentation, or made in any communications between the parties or with other parties, shall be interpreted as creating an actual or implied legal partnership, joint venture, agency or other relationship, and Sponsoring Companies and Relativity Certified Trainers shall not hold themselves out to any other party as having any such relationship with Relativity. Sponsoring Companies and Relativity Certified Trainers shall not assume or make any obligation, commitment, guaranty, assurance, representation or warranty, for or on behalf of Relativity, whether express or implied, or that purports to be binding on Relativity. There are no third-party beneficiaries of the RCT Program or this RCT Program Guide.

Legal Compliance and Code of Conduct. Relativity Certified Trainers and Sponsoring Companies shall comply with all applicable international, federal, state, and local laws, statutes, ordinances, rules, regulations, codes, and other governmental requirements, and court and administrative decisions, orders and decrees, including laws respecting: (a) anti-bribery and anti-corruption; (b) non-harassment and non-discrimination (including the provision of disability accommodations); and (c) the security and privacy of personal data. Relativity Certified Trainers and Sponsoring Companies shall act lawfully, honestly, professionally and ethically when administering Relativity training classes and shall not engage in any behavior or misconduct that could compromise the confidentiality, integrity or security of the RCT Program, or Relativity's Training and Certification Programs. Sponsoring Company shall have, and reasonably enforce, a reasonable employee code of conduct, and shall provide a copy to Relativity from time to time upon request.