

# Training FAQ

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# Relativity Training Overview

Relativity recommends that all employees working with Relativity receive formal training, either by our training department or internally to ensure an easy transition for all users and those who support them.

## What trainings are offered?

We offer a variety of training courses, including in-person training, virtual classroom training, webinar training, and independent self-guided options. These offerings are listed below; complete training details are provided in our [Training Center](#).

### In-Person Training

We offer the following in-person classes taught by an experienced Relativity instructor.

- [Relativity 101: Relativity for End Users \(1 day\)](#)
- [Relativity Admin Essentials I: Fundamentals of Case Administration \(1 day\)](#)
- [Relativity Admin Essentials II: Advanced Searching and Case Management \(1 day\)](#)
- [Analytics and Active Learning \(1 day\)](#)
- [Processing \(1 day\)](#)
- [Infrastructure \(1 day\)](#)
- [Assisted Review: Sample-Based Learning \(1 day\)](#)

### Virtual Classroom Training

We offer the following interactive virtual classroom sessions led by an experienced Relativity instructor.

- [Legal Hold \(2.5 Hours\)](#)
- [RelativityOne Overview \(2.5 Hours\)](#)
- [ECA and Investigation \(3 hours\)](#)

### Webinars

A variety of free, one-hour webinars are currently offered every month. View the upcoming schedule [here](#).

## Where can I attend in-person training?

We offer our trainings at our Chicago and London offices, on the road in our major markets, and onsite at your office.

### Open Enrollment

We regularly schedule open enrollment trainings in our Chicago and London offices. Additionally, we schedule open enrollment trainings in our major markets such as New York, NY, Washington, DC, Los Angeles, Sydney, Hong Kong, and many more locations. View our [Live Training Schedule](#) for upcoming sessions.

### Onsite Training

We also offer training for your team at your office for a minimum of 5 attendees and a maximum of 12 attendees. Onsite trainings are offered Tuesday through Friday and are typically scheduled 6-8 weeks in advance on a first come, first served basis. You will be charged for the travel and related expenses for the trainer in addition to our training registration fees. Email [training@relativity.com](mailto:training@relativity.com) to schedule onsite training.

## How can I attend virtual classroom training?

We offer Legal Hold, ECA, and Investigation and RelativityOne Overview trainings virtually as open enrollment or closed enrollment sessions. Please note that we are not able to deliver any of our other training programs virtually.

### Open Enrollment

We regularly schedule virtual classroom trainings. View our [Training Center](#) to register for upcoming sessions.

### Closed Enrollment

We also offer our virtual classroom trainings as closed sessions trainings for your team for a minimum of 2 attendees and a maximum of 10 attendees. Closed enrollment virtual classroom trainings are offered Monday through Friday and are typically scheduled 6-8 weeks in advance on a first come, first served basis. Email [training@relativity.com](mailto:training@relativity.com) to schedule a virtual classroom training.

## How much does training cost?

All in-person trainings are \$700 USD per person. Our virtual classroom trainings are \$350 USD per person. If additional trainers or specialized agendas are requested, a separate quote will be issued.

For requested onsite training, flight, accommodations, and related expenses for the trainer will be in addition to the registration fees.

## How can I schedule training for my team?

Onsite trainings are offered Tuesday through Friday and are typically scheduled 6-8 weeks in advance on a first come, first served basis. You will be charged for the travel and related expenses for the trainer in addition to our training registration fees. Email [training@relativity.com](mailto:training@relativity.com) to schedule onsite training.

## What forms of payment does Relativity accept?

Relativity accepts checks, ACH payments, credit cards, and wire transfers.

## What is Relativity's cancellation policy?

Relativity's training cancellation policies are outlined below.

### Open Enrollment - Individual Pay

Training fees must be paid before your training. Training fees are non-refundable and not subject to any rescheduling credit, except as provided here. If you are unable to attend a training you've registered for, please [contact the Relativity training team](#) at least two business days prior to the training to reschedule. In that case, we will apply the fee you pre-paid as a credit for the rescheduled training fee. If the fee for the rescheduled training is higher than the fee paid for the original training, you will be charged for the difference between your credit and the new training fee. However, if you cancel or reschedule within two business days of the training, no refund or credit will be issued. If you reschedule a training more than one time, we may consider your training as having been cancelled and require a new fee in order to reschedule the training again. Any credit applied to your account will expire twelve months after the date of original issue.

### Open Enrollment - Company Pay

Upon registering for a training session, your company will be invoiced for the full cost of the training, which must be paid within 30 days. Training fees are non-refundable and not subject to any rescheduling credit, except as provided here. If you are unable to attend a training you've registered for, please [contact the Relativity training team](#) at least two business days prior to the training to reschedule. In that case, we will apply the fee your company pre-paid as a credit for the rescheduled

training fee. If the fee for the rescheduled training is higher than the fee paid for the original training, you will be charged for the difference between your credit and the new training fee. However, if you cancel or reschedule within two business days of the training, no refund or credit will be issued. If you reschedule a training more than one time, we may consider your training as having been cancelled and require a new fee in order to reschedule the training again. Any credit applied to your account will expire twelve months after the date of original issue.

To register for training using the Company Pay option, the company must be a Relativity license holder.

### **Onsite Training**

Upon completion of an onsite training session, your company will be invoiced for the full cost of the training or for a minimum of five attendees, and travel expenses, which must be paid within 30 days. Any notice to cancel or reschedule the Training must be in writing and received by Relativity at least twenty-one (21) days in advance of the first Training Date. For any cancellation notice received after twenty-one (21) days in advance of the first Training Date, customer will pay Relativity \$1,000 as liquidated damages for Relativity overhead and administrative costs, lost opportunity costs, and other expenses (such as any third party fees that Relativity incurs in canceling or rescheduling travel / hotel arrangements).

### **Virtual Classroom Training**

Upon completion of a closed, virtual classroom training session, your company will be invoiced for the full cost of the training, which must be paid within 30 days. Any notice to cancel or reschedule the Training must be in writing and received by Relativity at least twenty-one (21) days in advance of the first Training Date. For any cancellation notice received after twenty-one (21) days in advance of the first Training Date, customer will pay Relativity \$1,000 as liquidated damages for Relativity overhead and administrative costs, lost opportunity costs, and other expenses (such as any third party fees that Relativity incurs in canceling or rescheduling travel / hotel arrangements).

## **Which trainings should I take to prepare for the Relativity Certified Administrator (RCA) exam?**

For those studying for the RCA who would like to receive training from the Relativity team, we recommend taking Relativity 101 and Relativity Admin Essentials I. Before taking the RCA exam, you must have at least three months of experience using the software and have had training in Relativity, either from the Relativity team or on-the-job. Please note that these classes are not Relativity Certified Administrator (RCA) exam preparation courses.