The CE Shop LLC Catalog

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The CE Shop LLC
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APPROVED AND REGULATED BY THE DELAWARE DEPARTMENT OF EDUCATION

MISSION STATEMENT:
TO IGNITE YOUR FULL POTENTIAL AND CONTINUOUSLY GUIDE YOUR CAREER THROUGH INNOVATIVE THINKING, EVOLVED TECHNOLOGY, AND VALUABLE LEARNING.

This catalog contains all school policies and procedures relating to attending qualifying real estate courses via distance education.

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SCHOOL INFORMATION

The CE Shop Officers:
Chief Executive Officer: Gary Weiss

School Staff	
Gary Weiss	Chief Operating Officer
Dan Harris	President
Mike Matoush	VP of Education & Learner Experience
Rebecca Piltingsrud	VP of Compliance
Diane Atkinson	Director of Customer Service & Sales
Bobby Despain	VP of Sales
Susan (Jill) Malloy	Instructor
Amy Adams	Instructor
Rebecca Jones	Instructor
Justin Merrill	Instructor

The instructors are well versed in all subject matter relating to the pre-licensing courses and are qualified to teach in any and all areas covered in the program.

MISSION STATEMENT

To ignite your full potential and continuously guide your career through innovative thinking, evolved technology, and valuable learning.

CORE VALUES

The CE Shop's core values underlie our strategies, projects and each and every interaction.

- We are customer focused
- We respect each other
- We do what we say
- We are committed to improving
- We have fun
- We give back

SCHOOL FACILITY

The CE Shop's corporate offices are located at 5670 Greenwood Plaza Blvd, Suite 340W, Greenwood Village, Colorado 80111. The CE Shop courses are delivered through a secure and proprietary Learning Management System (LMS). The LMS is accessible online through common internet browsers - Chrome, Firefox, Internet Explorer, and Safari. An internet connection is required (high speed is recommended but not required).

COURSE SCHEDULE

Courses scheduling is continuous in nature (24/7/365). Students are able to enroll and complete the course at times most convenient for them.

ACADEMIC CALENDAR - HOLIDAYS

New Year's Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Thanksgiving Day
Black Friday
Christmas Eve
Christmas Day
Vacation Periods
Vacation periods will have no effect on school. There are no vacation periods scheduled.

INCLEMENT WEATHER POLICY

Distance education courses are not typically affected by inclement weather.

ENTRANCE REQUIREMENTS

The CE Shop practices open enrollment. Students are notified through the company's terms and conditions, at the time of purchase, that there may be other/additional requirements students will need to meet in order to apply for licensure with the state.

ENROLLMENT PROCESS

After enrollment, a student will be accepted into the next available session. All students are required to have a high school diploma, GED, or equivalent. The CE Shop does not discriminate based on race, sex, religion, ethnic origin, or disability. Students may enroll by the following methods:

1. Enroll directly from our website. Students will add each course they want to purchase to their cart and then check out through a standard e-commerce process. Students are required to read and accept The CE Shop Terms and Conditions before completing the transaction.

2. Enroll directly with one of our customer service representatives. Students will call our toll-free number and a representative will walk them through the enrollment/purchase process.

Students may call with questions regarding enrollment. The CE Shop school administration office can be reached at 1-888-827-0777. Our office hours are 6:00 a.m. - 7:00 p.m. Monday – Friday MST. The CE Shop will accept payment in the form of Visa, MasterCard, American Express, or Discover card. All fees must be paid on or before the first class session.

TECHNICAL-SYSTEM REQUIREMENTS

The course is delivered through a proprietary Learning Management System (LMS). The LMS is accessible online through common internet browsers for both PCs and MACs (Chrome, Firefox, Internet Explorer, and Safari). Additionally, courses are compatible with iPad and Android tablets. An internet connection is required (high speed is recommended but not required).

LMS features and functionality highlights:

- Designed for self-paced asynchronous delivery
- Progress summary containing a course overview, progress, regulations, and other course details
- Left-hand navigation of course content
- Flow control requiring mastery to progress through course
- Slide-based text and interactive activities (e.g., true false, matching, sort, hot spots, formulas, text completion, multiple choice, flashcards, and learning path scenarios)
- Supports embedded video and audio
- Time controls to enforce mandatory seat time
- Pooled/randomized exam banks
- Notes and resources – allows students to store customized notes and course materials for future reference or printing
- Internal data and data recording capabilities
  All online systems are hosted in a class-a secured data center with the following services designed to minimize the effect of any possible hardware or software failures:
- Nightly Backups – Backs up all past and present student activity including progress in the course delivery system.
- Intrusion Detection – These services are running 24x7x365 to preclude from any outside entity accessing our online systems. This would include aggressive denial of service attacks or more innocent virus-related issues.
- Domain and IP Traffic Monitoring – These additional services are implemented to allow our team to proactively manage potential hosting environment issues that could impact students.

STUDENT TECHNICAL SUPPORT

Students can contact our customer support team for technical and administrative support by email, phone, and online chat. Normal business hours are 6:00am to 7:00pm MST Monday through Friday. Weekend support is also available via email.

STUDENT-INSTRUCTOR RATIO

Students progress at their own pace through each online course. Therefore, there are no student-instructor ratios required. All courses have an instructor available to answer questions.

TRANSCRIPTS

An official transcript may be obtained by contacting The CE Shop at 5670 Greenwood Plaza Blvd, Suite 340W, Greenwood Village, Colorado 80111, 1-888-827-0777.

PRIOR TRAINING CREDIT POLICY

Credits from another institution cannot be combined with those earned through The CE Shop. The CE Shop does not guarantee the transferability of its credits to any other institution unless there is a written agreement with another institution. Presently, there are no such agreements in place.

COURSES OFFERED

Real Estate Salesperson Qualifying Education

Delaware 99-Hour Salesperson Pre-Licensing Course
This course provides 99 hours of instruction in essential real estate topics required of all applicants for a salesperson license in Delaware. The purpose of the course is to prepare learners for the Delaware licensing exam and a career in real estate by providing an understanding of the basics of real estate sales, laws, and mathematics. It also provides students with knowledge of federal and state laws and regulations affecting the practice of real estate.

This program satisfies the course objectives stated by the Delaware Real Estate Commission:
- To provide an overview of the real estate profession and to ensure the prospective salesperson understands the application of professional ethics as applied to real estate transactions.
- To provide the prospective licensee with an understanding of:
- Real property characteristics, definitions, ownership, restrictions and transfer
- Assessing and explaining property valuation and the appraisal process
- Contracts, agency relationships with buyers and sellers, and federal requirements
- Financing, the transaction and settlement
- Leases, rents, and property management
- The duties and powers of the Commission
- Licensing requirements
- Statutory requirements governing the activities of licensees
- Other aspects of Delaware law which impact the real estate issues
- To prepare the prospective licensee for passing the real estate sales licensing examination for the State of Delaware.

A minimum score of 80% is required to pass the final exam.

Vocational Objective
Successful completion of this course satisfies the minimum educational requirements for eligibility to take the Delaware Real Estate Salesperson Examination. The course objectives are to satisfy the basic requirements of the Colorado Real Estate Commission for a licensee to sell real estate.

Please Note: a criminal conviction may affect a student's ability to be licensed.

Real Estate Appraiser Qualifying Education

Basic Appraisal Principles – 30 Hours

This course provides 30 hours of instruction in basic appraisal principles, which satisfies a portion of the Appraisal Qualifications Board (AQB) qualifying education for aspiring professionals. Topics include an introduction to the appraisal profession, real estate concepts and property characteristics, ownership, interests, and rights, title and transferring real estate, and an introduction to contracts and leases appraisers may find in real estate. The course also dives into

types of and approaches to value, influences on real estate, economic principles, and real estate markets. The course closes on the ethics in theory and practice of appraisal along with valuation bias, fair housing, and equal opportunity that will be top of mind in an appraisal practice.

Basic Appraisal Procedures – 30 Hours

This course provides 30 hours of instruction in basic appraisal procedures, which satisfies a portion of the Appraisal Qualifications Board (AQB) qualifying education for aspiring professionals. Topics include an overview of the appraisal process and approaches, math and statistics used in appraisals, and valuation procedures. This course will also dive into location and neighborhood characteristics, architectural styles and construction types, as well as land and site characteristics. Additionally, this course will answer questions about the cost, income, and sales comparison approach alongside special and emerging appraisal techniques.

USPAP – 15 Hours

The 15-Hour National Uniform Standards of Professional Appraisal Practice (USPAP) Course is designed to aid appraisers in all areas of appraisal practice seeking competency in the USPAP. This course is intended to fulfill the 15-hour requirement as established by the Appraiser Qualifications Board (AQB) of The Appraisal Foundation.

Valuation Bias and Fair Housing Laws and Regulations – 8 Hours

This eight-hour qualifying education course for aspiring appraisal professionals provides a thorough introduction to valuation bias and its significance in the real estate industry. You'll examine the historical and contemporary factors that contribute to bias, explore key federal fair housing laws and regulations, and develop strategies to identify and avoid bias in property valuation. By understanding these critical concepts, you'll gain insight into how ethical and unbiased appraisals contribute to fairness and equity in the housing market.

ACADEMIC POLICIES

Attendance Policy

Students must complete 100% of the learning material in a course and demonstrate mastery of the learning material to receive credit for the course. Students not completing the material will not be issued a certificate of completion to receive credit hours for a course. The CE Shop does not have a probation policy in place for courses. Students must complete all lessons of the program to graduate. All distance education courses are developed using standard principles to ensure student participation and interactivity.
Course Time-Out – Students must be actively engaged and moving through the course in order for the elapsed time to continue being counted. After 20 minutes of inactivity, the timer will stop and a pop-up window appears asking the student if they wish to continue or not. If they choose to continue, the timer continues and if not, they are logged out. When the student returns, they will be brought back to the same place and elapsed time as when they last logged out.
Students progress at their own pace through each online course. Therefore, there are no policies or penalties surrounding tardiness, leaving early, make-up work, leave of absence or other attendance-related rules.

Standards of Progress and Mastery of Content

To successfully complete a course, a student must satisfy the curriculum requirements and achieve a minimum passing score on the final examination. Exam scores will be maintained on the student's permanent record with the school.

The CE Shop pre-licensing courses are delivered in an online format, using an inquiry- based approach to ensure student participation and interactivity.

Courses do not rely on or require a textbook or text-based slide content. Instead, learners are presented with questions and problems throughout the course (see descriptions below). Learners are provided with various resources (see descriptions below) which relate to the inquiries. These resources may be attached to multiple inquiries where applicable and can be saved and/or printed.

The amount of time required for the learner to complete each inquiry will vary depending on prior knowledge, ability to retain information, and the complexity of each inquiry. While some inquiries will take less or more time than others, based on beta testing and actual results from other ecourses using this same methodology, we estimate the average time of completion to be a minimum of 2.5 minutes per inquiry.

Inquiry Descriptions

Inquiry Type	Description
Branching	Interaction with multiple decision points; useful for covering a process or relationship that requires multiple choices be made over the course of the scenario
Complete the Story	Fill-in-the-blank style question where learners drag words or phrases to complete sentences or paragraphs.
Drag and Drop Sort	Asks learners to sort up to six items into two or three categories
Formula	Math-style interaction that allows learners to enter numbers into cells resulting in a calculation
Image Hotspot	Interaction where learner clicks areas on an image to identify correct responses (such as identify items that are personal property)
Matching Drag and Drop	Requires learners to match a choice with a description (such as matching a term to its definition)

Multiple Choice	Question with text answer choices in which at least one response is correct
Poll	Interaction in which learners choose an opinion or option that is then compiled with other learners' responses and displayed in graph form for learners to review
True/False	Question that includes statements learners must identify as true or false; categories may change depending on the question (such as yes/no, legal/illegal, required/not required)

Resource Descriptions

Resource Type	Description
Audio	Course content in audio format, often used to model conversations for licensees (such as how to explain agency or disclosure forms)
eMagazine	Course content placed in interactive magazine format allowing the student to flip through pages
Flashcards	Quizzes, generally on vocabulary terms, in flashcard format
Handout-checklist, chart	A table containing at least two columns, usually in label and
	description format
Handout-text	A written explanation or narrative illustrating course content.
Handout-third-party	A .pdf of third-party content for take-away purposes (e.g., articles, charts, maps, forms)
Infographics	Tables, photos, illustrations to provide visual cues for retaining course content; may be static or interactive
Key points	Summary of key points within each lesson
Mind map	A diagram used to visually organize information
Story-text	Scenario-based prose to illustrate course content
Videos	Short animated videos that show characters role-playing the course content or live action videos explaining topics such as fair housing and finance

Videoscribe	White-board illustrations of course content (used frequently with charts, math and financial equations)

Grading System

The CE Shop utilizes a pass/fail grading system for all courses.

Course Completion Requirements

A certificate of completion for the course is awarded upon successful completion of the program pending the following graduation requirements are met:

1. Students must complete all course content in order to be eligible to take the final course exam and receive a certificate of completion. Attendance is tied to successful completion of course content in sequence versus actual time in course. The timed outline uses a 50 minutes per hour structure to provide an estimated time for completion.
2. Achieve the minimum passing score on the final examination
3. Satisfy all financial obligations to the school

   A certificate of completion will be emailed to the student upon successful course completion. Certificates of completion are also available for download from the student's CE Shop account.

STUDENT POLICIES

Job Placement and Assistance

The CE Shop does not assist students with job placement and does not guarantee job placement or salary amounts upon completion of this program.

Student Conduct Policy

All students are expected to act maturely and are required to respect other students, faculty members, and employees of The CE Shop. Possession of weapons of any kind, illegal drugs, or alcohol are not allowed at any time on The CE Shop property. Any violation of school policies may result in permanent dismissal from the school. Students are entitled to be treated with respect by staff and other students.

Course Completions/Transcripts

Students are entitled to receive a copy of their course completion certificate (school transcript) if requested.

Course Access and Exam Results

Quiz and exam results display immediately after submission, within the course and all results are accessible at any time through the course navigation feature of the course.

School Records

The school will permanently maintain on file student academic records.

Student Grievance Procedure

Students who have a grievance with the school are encouraged to resolve the matter with their instructor. If still unsatisfied, the grievance may be addressed to the School Director or President of The CE Shop at The CE Shop, 5670 Greenwood Plaza Blvd, Suite 420, Greenwood Village, Colorado 80111, Telephone: 888-827-0777. Any student may be dismissed for violations of rules and regulations of the school, as set forth herein. The President of The CE Shop, after consultation with all parties involved, makes the final decision. Where appropriate, the President of The CE Shop will review each case and decide whether to grant re-admittance.

Approved and Regulated by the Delaware Department of Education. Students should contact Delaware Department of Education, Attention: Dr. Patricia Keeton, 35 Commerce Way, Dover, DE 19904, (302) 857-3313, FAX (302) 739- 1770, or via email to patricia.keeton@doe.k12.de.us.

Program Costs

Course Price current retail price at time of purchase
Total Cost for Course (includes any sales tax) current retail price at time of purchase.
Tax - Due to the tax law which mandates that online businesses must collect sales tax in certain states, if your state requires sales tax to be collected, it will automatically be added to the total amount due at checkout minus any donation made to The CE Shop Foundation. For questions, please contact The CE Shop at 1.888.827.0777 or Support@TheCEShop.com.
The CE Shop will accept payment in the form of Visa, Mastercard, American Express, or Discover card.

Financial Aid

The CE Shop is not eligible for and does not offer any Title IV (financial aid) funding to students.

Cancellation and Refund Policy

The CE Shop is committed to student satisfaction. If you are unsatisfied for any reason, The CE Shop will refund the purchase price of any course if the refund request is submitted within thirty (30) days of purchase, prior to course expiration, and the course is not more than fifty percent (50%) complete.

Regarding Exam Prep Edge, The CE Shop will refund the purchase price of any Exam Prep Edge product if the refund request is submitted within thirty (30) days of purchase and if the initial assessment has not been completed.

The CE Shop does not offer price adjustments on previously purchased items.

LIVE CLASSROOM AND LIVE ONLINE COURSE POLICIES
By enrolling in a live classroom or live online course, you agree to attend all scheduled sessions in full.

Refunds are only available if requested within 30 days of purchase. Refunds will only be issued if the course is not more than 50% complete.

Rescheduling a course is permitted up to 15 calendar days prior to the course scheduled date. One course reschedule is permitted at no cost. Additional course reschedules will be charged 50% of the current retail price.

You must participate in all required activities (quizzes, polls, discussions, etc.), verify your identity, and use an approved device (desktop, laptop, or mobile device with a stable internet connection and camera). Disruptive behavior or non-compliance may result in removal from the course without refund. Cell phones are not an acceptable device for mortgage courses.

Expiration Date of Course

The CE Shop's Pre-Licensing course in Delaware will expire 1 (one) year after the date of purchase. The CE Shop will allow students to purchase a new course at a 50% discount of the current retail price of the new course. Each individual course will have an expiration date listed in the student's account.

Postponement Clause

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

a. whether the postponement is for the convenience of the school or the student; and,
b. the deadline for the new start date, beyond which the start date will not be postponed.

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline in accordance with the school's refund policy and all applicable laws and rules.