



The CE Shop LLC Catalog

Washington Real Estate Student Manual Required Publication WAC 308-124H-907

The CE Shop LLC
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The document is designed to guide Washington real estate students through the process of enrolling and completing the online professional education courses with The CE Shop.

THE CE SHOP

This school is approved under Chapter 18.85 RCW; inquiries regarding this or any other real estate school may be made to the: Washington State Department of Licensing, Real Estate Section, P.O. Box 9021, Olympia, Washington 98507.

Contact Information:

Website: <http://www.theceshop.com>

Email: support@theceshop.com

Business Hours: 6:00 AM – 7:00 PM MST Monday through Friday

Instructors:

Amy Adams– 1-888-827-0777, compliance@theceshop.com

Available Courses: All of The CE Shop's courses are delivered via 100% distance education. Please refer to The CE Shop's website for current list of courses. There are no prerequisites for any of The CE Shop's courses.

Enrollment:

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. Enrollments are accepted via our school website 24 hours a day, 7 days a week. Students are also encouraged to call our team of Customer Service Advisors at 1-888-827-0777. Customer Service Advisors are available Monday thru Friday 6am to 7 pm MST. Once enrolled, students receive personalized email correspondence with detailed instructions regarding how to access their courses as well as how to contact our team for support.

ATTENDANCE POLICY

Students must complete 100% of the learning material of a course and demonstrate mastery of the learning material to receive credit for the course. Students not completing the material will not be issued certificates 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 complete. All distance education courses are developed using standard principles to ensure student participation and interactivity. 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.

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, illegal drugs, and alcohol of any kind are not allowed at any time on The CE Shop property. Any violation of school policies may result in permanent dismissal from the school. The following behaviors are not in harmony with the educational goals of the school:

Academic dishonesty, such as cheating, plagiarism, or knowingly furnishing false information to the college.

Forgery, alteration, misuse, or mutilation of college documents, records, identifications, educational materials, or college property.

Interfering with the learning process of other students or online session of the school.

Physical or verbal abuse of, or threats toward, any person, including harassment or stalking, or conduct which threatens or endangers health or safety of individuals or the school community at large.

Violation of any of the above may subject the student to any of the following:

- Reprimand
- Specific restrictions
- Disciplinary probation
- Temporary suspension
- Permanent suspension

Any further infraction of the policies and rules will necessitate permanent suspension. Students are entitled to be treated with respect by staff and other students.

STANDARDS OF PROGRESS AND MASTERY OF CONTENT

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

GRADING SYSTEM

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

SALES 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.

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.

CONTINUING EDUCATION AND POST-LICENSING EDUCATION COURSE EXPIRATION

Continuing Education and Post-Licensing course(s) must be completed within 12 months from the time of purchase. If the course is not completed within that 12-month period the student will be required to purchase a new course at 50% of the current retail price of the new course and fully complete the new course, including passing the final exam, if the student wants credit for the new course. Pre-Licensing Broker Education Course Expiration

The CE Shop's Broker Pre-Licensing courses expire 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.

PRE-LICENSING MANAGING BROKER EDUCATION COURSE EXPIRATION

The CE Shop's Managing Broker Pre-Licensing courses expire 6 months after the date of purchase. Each student will be granted a one-month extension at no charge, to be applied immediately after the initial six-month term. For any reactivation or extension of the course after the seventh month, The CE Shop will charge the student 20% of the current retail price of the course for each 30-day extension or partial 30-day extension in the event that the course finally terminates before the end of the final 30-day extension. Students may also elect to re-enroll for 50% of the current retail price of the course, if the course has hit the year expiration or the student is at the 7-month mark and wants to repurchase and restart the course and enrollment. Extensions or reactivations cannot be granted beyond 12 months from the purchase of the course since, in all events, the course terminates 12 months after purchase.