



## **The CE Shop LLC Catalog**

### **Volume 9.1**

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The CE Shop LLC

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[www.TheCEShop.com](http://www.TheCEShop.com)

**APPROVED AND REGULATED BY THE OREGON HIGHER EDUCATION  
COORDINATING COMMISSION**

This catalog contains all school policies and procedures relating to attending real estate pre-licensing and appraisal qualification courses via distance education.

The CE Shop LLC is a wholly owned entity of Career Certified.

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## SCHOOL INFORMATION

### The CE Shop Officers

**Chief Executive Officer:** Gary Weiss

**President:** Daniel Harris

### School Staff

Mike Matoush	Senior Vice President of Education and Learner Experience
Rebecca Piltingsrud	Vice President of Compliance
Nichol Andler	Director of Compliance
Diane Atkinson	Customer Success Director
Bobby DeSpain	Vice President of Sales
John Kraxberger	Instructor
Susan (Jill) Malloy	Instructor
Amy Adams	Instructor
Rebecca Jones	Instructor
Justin Merrill	Instructor

The instructors are well versed in all subject matter in the Principles and Practices of RealEstate for Salespersons or Appraisal Qualifying Education programs and are qualified to teach in any and all areas covered in the programs they instruct.

### 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

### Licensed and Regulated by the following entities:

<u>State</u>	<u>Entity</u>
ARELLO	The Association of Real Estate License Law Officials
IDECC	International Distance Education Certification Center
AQB	Appraiser Qualifications Board

Alabama	Alabama Real Estate Commission
Alaska	Alaska Real Estate Commission
Arizona	Arizona Department of Real Estate - Professional Education Division
Arkansas	Arkansas Real Estate Commission
California	California Department of Real Estate, California Bureau of Real Estate Appraisers
Colorado	Colorado Department of Regulatory Agencies and The Colorado Commission on Higher Education - Division of Private Occupational Schools
Connecticut	Department of Consumer Protection
Delaware	State of Delaware-Department of State-Division of Professional Regulation
Florida	Florida Department of Business & Professional Real Estate Regulation-Division of Real Estate
Georgia	Georgia Real Estate Commission
Hawaii	Professional & Vocational Licensing Division Department of Commerce & Consumer Affairs-Real Estate Branch
Idaho	Idaho Real Estate Commission
Illinois	Illinois Department of Financial & Regulation-Division of Professional Regulation
Indiana	Indiana Real Estate Commission
Iowa	Iowa Professional Licensing Bureau-Real Estate Commission
Kansas	Kansas Real Estate Commission
Kentucky	Kentucky Commission on Proprietary Education and The Kentucky Real Estate Commission
Louisiana	Louisiana Real Estate Commission
Maine	Maine Real Estate Commission
Maryland	Division of Occupational & Professional Licensing-Maryland Real Estate Commission
Massachusetts	Massachusetts Division of Professional Licensure-Board of Registration of Real Estate
Michigan	State of Michigan-Department of Licensing & Regulatory Affairs
Minnesota	Minnesota Department of Commerce
Mississippi	Mississippi Real Estate Commission
Missouri	Missouri Division of Professional Regulation-Real Estate Commission
Montana	Montana Board of Realty Regulation
Nebraska	Nebraska Real Estate Commission
Nevada	Nevada Real Estate Division
New Hampshire	New Hampshire Real Estate Commission
New Jersey	New Jersey Real Estate Commission

New Mexico	New Mexico Real Estate Commission
New York	New York Department of State (DOS)-Bureau of Educational Standards
North Carolina	North Carolina Real Estate Commission-Education & Licensing
North Dakota	North Dakota Real Estate Commission
Ohio	Ohio Department of Commerce-Division of Real Estate & Professional Licensing, State Board of Career Colleges and Schools
Oklahoma	Oklahoma Real Estate Commission
Oregon	Oregon Real Estate Agency, Oregon Appraiser Certification and Licensure Board, Oregon Higher Education Coordinating Commission
Pennsylvania	Pennsylvania State Real Estate Commission
Rhode Island	Department of Business Regulation
South Carolina	South Carolina Real Estate Commission & Appraisers Board
South Dakota	South Dakota Real Estate Commission
Tennessee	Tennessee Real Estate Commission (TREC)
Texas	Texas Real Estate Commission (TREC), Texas Appraiser Licensing & Certification Board
Utah	Utah Division of Real Estate
Vermont	Vermont Real Estate Commission
Virginia	Virginia Department of Professional & Occupational Regulation
Washington	Washington State Department of Licensing
Washington, DC	Washington DC Occupational & Professional Licensing Division-Department of Consumer & Regulatory Affairs
West Virginia	State of West Virginia Real Estate Commission
Wisconsin	State of Wisconsin-Department of Regulation and Licensing-Bureau of Direct Licensing & Real Estate
Wyoming	Wyoming Real Estate Commission

## 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

Course scheduling for asynchronous courses is continuous in nature. Available sessions for synchronous courses are presented to students during the enrollment process.

## 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

Enrollments are accepted online via <http://www.TheCEShop.com/> or by phone at 888.850.0889. Admission is open to any person meeting the below qualifications. No qualified person may be excluded from enrollment on the basis of race, color, religion, gender, gender identity and/or expression, national origin, disability, marital status, sexual orientation, or military status.

Applicants Must Meet the Following Requirements

1. Be at least 18 years of age;
2. Submit any required forms (Enrollment Agreements, etc.) as required by state regulations.
3. Have access to internet-compatible devices;
4. Possess base-level computer skills, including ability to read text on screens, click through course material, and take exams online; and
5. Pay appropriate fees.

## Enrollment Process

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](tel:1-888-827-0777). Our office hours are 6:00 a.m.-8:00 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 CE Shop courses are delivered through a secure and proprietary Learning Management System (LMS). An internet connection is required (high speed is recommended, but not required). Please refer to our FAQ page for a full list of requirements.

LMS features and functionality highlights:

- Designed for self-pace 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, hotspots, formulas, text completion, multiple choice, flashcards, and learning pathscenarios)
- 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 student past and present student activity include 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 7:00am to 8:00pm CT Monday through Friday, 9:00am to 3:30pm CT Saturday, closed Sunday.

## Identity Verification

Verification of the student's identity takes place at multiple levels in their interaction with The CE Shop.

1. At the time of account activation, the licensee is asked for their state issued license number and asked to create a unique log in including their email address and a secure password.
2. At the conclusion of the course, students perform an electronic signature. This process requires students to verify their identities by entering in their account passwords. The completed electronic signature form is retained in our electronic records and can be made available in paper format at any time. Once this process is complete, the certificate of completion is issued and the course completion is reported to the appropriate organization, as needed.

## 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. This policy does not impact the refund policy.

## COURSES OFFERED (REAL ESTATE)

### 150 Hour Principles and Practices of Real Estate Course

Course Length and Credits: 150 Hours

Course Format: Asynchronous

Real Estate Law – 30 Hours, Oregon Real Estate Practice – 30 Hours, Real Estate Finance – 30 Hours, Contracts – 15 Hours, Agency Law – 15 Hours, Property Management – 10 Hours, Real Estate Brokerage – 20 Hours

Course Description:

This course is designed to provide you with the 150 hours of instruction required to be eligible for an Oregon real estate broker's license. This course prepares you for the Oregon state licensing exam as well as provides the practical business knowledge and foundation necessary to be a successful real estate salesperson in Oregon.

This course is comprised of 63 course lessons and requires a minimum score of 75% to pass the final exam.

The CE Shop's real estate pre-licensing courses in Oregon will expire one year after the date of purchase.

Vocational Objective (real estate)

Successful completion of this course satisfies the minimum educational requirements for eligibility to take the Colorado Real Estate Broker Examination. The course objectives are to satisfy the basic requirements of the Oregon Real Estate Agency for a licensee to sell real estate.

## COURSES OFFERED (APPRAISAL)

### 15-Hour National USPAP Course

Course Length and Credits: 15 Hours

Course Format: Synchronous

Course Description:

The 15-Hour National USPAP Course focuses on the requirements for ethical behavior and competent performance by appraisers that are set forth in the Uniform Standards of Professional Appraisal Practice (USPAP).

The objective of this course is to have participants become familiar with the USPAP document. The course material emphasizes the role of the appraiser and the impartiality associated with this role. Special responsibilities of the appraiser with regard to impartiality are explored in detail. All required manuals from The Appraisal Foundation are included in your course.

## Basic Appraisal Principles

Course Length and Credits: 30 Hours

Course Format: Asynchronous

Course Description:

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

Course Length and Credits: 30 Hours

Course Format: Asynchronous

Course Description:

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.

The CE Shop's appraisal qualifying education courses in Oregon will expire 6 months after the date of purchase.

Vocational Objective

Successful completion of the appraisal QE courses satisfies the minimum educational requirements for those seeking approval as a Registered Appraiser Assistant in Oregon. This license is required prior to seeking approval as a State Licensed Appraiser, a State Certified Residential Appraiser, or State Certified General Appraiser.

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

# ACADEMIC POLICIES

## 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 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 (75% for real estate courses, 70% for appraisal courses). 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, either asynchronously or synchronously. Asynchronous courses use an inquiry-based approach to ensure student participation and interactivity. Courses are developed and offered in a linear fashion, meaning that students are not able to progress to the next page until they have successfully completed all activities and/or quizzes.

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 courses using this same methodology, we estimate the average time of completion to be a minimum of 2.5 minutes per inquiry.

Students are able to view their course progress at any time within our learning management system.

## 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

Students must complete 100% of the learning material presented in a course and demonstrate understanding of the material by passing all quizzes and the final exam (where required by the regulatory entity) to receive credit hours for the course. Students who do not complete 100% of the material will not be issued a certificate of completion and will not receive credit hours for the course.

For courses that require monitored seat time, our online course delivery system manages this requirement.

All course enrollment and completion times are recorded in Central Standard Time (CST). The CE Shop does not have a probation policy in place for courses.

# 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

It is expected that students will conduct themselves in a professional manner and demonstrate respect for their instructors and fellow classmates. The school reserves the right to terminate a student on any of the grounds listed below. Termination notice will be in writing citing the reasons for termination. Tuition will be refunded according to the applicable refund policy.

Possible reasons for termination can include but are not limited to:

- Failure to comply with school rules, policies, and regulations
- Unprofessional conduct
- Unsatisfactory academic progress
- Excessive absence or lateness
- Failure to pay fees when due
- Cheating or falsifying records
- Breach of enrollment agreement
- Entering school site while under the influence or effects of alcohol, drugs, or narcotics of any kind
- Carrying a concealed or potentially dangerous weapon
- Sexual harassment
- Harassment of any kind including intimidation and discrimination

## 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

Student files are retained for the minimum time required by state regulations. Online student files are maintained online in our cloud-based servers, and paper files are held at The CE Shop's corporate offices. Student records may be requested in writing by the student at any time. Student records are confidential. No records will be made available to employers, prospective employers, family members, or other schools unless a written request has been made by the student. Please visit our website to view our FERPA policy.

## Family Educational Rights and Privacy Act

The Family Educational Rights and Privacy Act (FERPA) gives students certain rights with respect to their educational records. The CE Shop complies with FERPA. Students have the right to inspect

and review their educational records within 45 days of the day the college receives a request for access.

## Discrimination

The CE Shop does not discriminate based on race, sex, religion, ethnic origin, or disability. Any person unlawfully discriminated against, as described in ORS 345.240, may file a complaint under ORS 659A.820 with the Commissioner of the Bureau of Labor and Industries.

The CE Shop's policies governing employees will be enforced in situations where instructional staff or other school personnel have been found to have engaged in discriminatory behavior.

## 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/President of The CE Shop at The CE Shop, 5670 Greenwood Plaza Blvd, Suite 340W, 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. After the school receives a written internal grievance from the student, the school will respond to the student's individual grievance(s) within 15 days of submittal. 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.

Should this procedure fail and the student has exhausted the school's internal grievance policy, the student may contact:

The Oregon Higher Education Coordinating Commission, Private Career Schools:  
Higher Education Coordinating Commission, 3225 25<sup>th</sup> Street, NE, Salem, Oregon 97302,  
Phone: 503-947-5716

After consultation with the appropriate Commission staff and if the complaint alleges a violation of Oregon Revised Statutes 345.010 to 345.470 or standards of Oregon Administrative Rules 715-045-0001 through 715-045-0210, the Commission will begin the complaint investigation process as defined in OAR 715-045-0023 Appeals and Complaints.

## Program Costs

150 Hour Principles and Practices of Real Estate Course: \$399 - \$735

15-Hour National USPAP Course: \$399

Basic Appraisal Principles: \$435

Basic Appraisal Procedures: \$435

The CE Shop will accept payment in the form of Visa, MasterCard, American Express, or Discover card.

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.

## 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.

Live (synchronous) courses are refundable up to three (3) weeks (fifteen (15) business days) prior to the scheduled start date of class. No refunds will be issued if online training is more than fifty percent (50%) complete or if the live class has started.

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 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.

The school will provide a full refund if education service is discontinued by the school. The course must be paid in full prior to commencement of the course.

## Expiration Date of Course

The CE Shop's real estate pre-licensing courses in Oregon will expire one year after the date of purchase. The CE Shop's appraisal qualifying education courses in Oregon will expire 6 months after the date of purchase. If the course is not completed within 12 months (real estate) or 6 months (appraisal) from the original date of purchase, the student will be required to purchase a new course at fifty percent (50%) of the current retail price of the new course and fully complete the new course, including passing the final exam, if the student wishes to be granted credit for the new course. This repurchase offer is only valid for thirty (30) days.

## Course Completions/Transcripts

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

## 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.