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Policies & Procedure Disclosure

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Legal Name of Education Provider: The CE Shop LLC

Name of Education Director: Nichol Andler

Names of Faculty and of Full-Time Officials: Gary Weiss, Michael Matoush, Nichol Andler, Doug Terry (Instructor), Susan (Jill) Malloy (Instructor), Amy Adams (Instructor)

Education Provider Certification

This Education Provider is certified by the North Carolina Real Estate Commission. The Commission's address is 1313 Navaho Drive, Raleigh, NC 27609. Any complaints concerning the Education Provider or its affiliated instructors should be directed in writing to the Commission. A link to the Complaint Form is provided on the Commission's homepage (ncrec.gov).

Per Commission Rule 58H .0204, the Education Provider must provide each prospective student with a copy of the Education Provider's Policies & Procedures Disclosure (PPD) prior to payment of any non-refundable tuition or fee. The PPD, which is required by the NC Real Estate Commission, outlines Education Provider policies plus the rights and obligations of the Provider and the student. A signed certification that a student received a copy of the PPD must be retained by the Provider.

NO STUDENT SHALL BE DENIED ADMISSION ON THE BASIS OF AGE, SEX, RACE, COLOR, NATIONAL ORIGIN, FAMILIAL STATUS, HANDICAPPING CONDITION, OR RELIGION.

COURSE OFFERINGS

The CE Shop conducts:

- the *Broker Prelicensing Course* required to qualify to take the license examination to become licensed as a real estate provisional broker in North Carolina; and
- the *Postlicensing Education Program* needed for a provisional broker to remove the provisional status of such license; and
- the annual *Continuing Education* courses needed to maintain a real estate license on active status.

BROKER PRELICENSING COURSE

Course Description

The CE Shop's *Broker Prelicensing Course* consists of a total of 75 instructional hours, including the end-of-course examination. Major topics addressed in the *Broker Prelicensing Course* include basic real estate concepts and law, property taxation, land use controls, environmental hazards, brokerage relationships and practices, real estate contracts, real estate financing, closing a real estate sale transaction, real property valuation, property insurance basics, fair housing laws, landlord and tenant, property management, federal income taxation of real estate, basic construction, basic real estate investment, North Carolina Real Estate License Law and Commission Rules, and Trust Account Guidelines. *Real estate mathematics is an important component of this course and calculations will be required.*

Course Materials

Each student is required to use and have immediate access to the current edition of the *North Carolina License Law and Commission Rules* booklet during each course session. The CE Shop DOES allow a student to use the online versions of the *NC Real Estate Manual* and *NC License Law & Commission Rules* booklet during classes. These publications in print or digital format can be downloaded in your course or ordered through the North Carolina Real Estate Commission's website.

End-of-Course Exam

An end-of-course exam will not be administered to any student who does not satisfy the course attendance requirement.

Students are not permitted to bring laptops, tablets, cell phones, or similar electronic devices (other than a basic calculator) into the testing area on the day of an exam. Any student who brings such a device into the testing area on the day of an exam will be required to remove it before the exam begins.

For the Distance delivery (self-paced online) course, the end-of-course exam will be administered through the online course and are proctored using our proctor partner.

General Proctoring Information:

Students can find full details of the proctoring process [here](#). Upon passing the final course exam the student will be asked to sign an affidavit verifying their identity as the student who completed the course and the final course exam. There are no proctoring fees for NC courses.

Failed Exam

For the Distance delivery (self-paced online) course, The CE Shop will allow a Broker Prelicensing Course student who does not pass their initial attempt of the end-of-course exam one additional attempt. The student must attempt and pass the exam within 180 days of enrollment.

Eligibility Requirements for Course Completion Certificate

To successfully complete the *Broker Prelicensing Course* and receive a course completion certificate, a student must:

- a.) meet attendance requirements,



- b.) timely submit completed in-class and take-home assignments, and
- c.) pass the end-of-course exam with a minimum score of 80%.

Any Broker Prelicensing Course must be completed (including passing the end-of-course exam) within 180 days of enrollment.

All-Inclusive Tuition/Fees

Program Costs

75 Hour Pre-licensing Course Price\$675*

*The CE Shop reserves the right to change course fees at any time. Please always refer to www.theceshop.com for current retail pricing.

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.

Annual Summary Report

During the July 1, 2025 – May 15, 2026 license year, The CE Shop had 1,274 students who initially enrolled in a *Broker Prelicensing Course*. Of that initial number, 201 of those students successfully passed the course, 77 of those students completed the course but did not pass the end-of-course exam, and 343 students did not complete the course.

License Examination Performance Report

Student candidates can access the education provider's state license examination performance records by visiting <https://www.ncrec.gov/PrelicensingEducation/ExamPassRates>. A provider's exam performance record is also accessible by clicking on any scheduled Prelicensing course on the Commission's website or by going to the Education Provider Details page.

BROKER POSTLICENSING COURSES

A Broker Postlicensing student must already possess a North Carolina Real Estate Broker license prior to registration.

Course Descriptions

Post 301 - Brokerage Relationships and Responsibilities – (30 instructional hours)

Topics addressed in this course include a review of agency relationships in real estate residential and commercial sales and commercial property management transactions, a real estate broker's legal duties to clients and customers, a step-by-step review and discussion of the functions and responsibilities of a real estate broker when working with sellers and buyers, a review of issues associated with transactions in progress when a broker leaves a firm, and a review of license status and education issues.

Post 302 - Contracts and Closing - (30 instructional hours)

Topics addressed in this course include selected basic contract law concepts, real estate sales contract preparation,

sales contract procedures, buyer's due diligence, closing procedures, Real Estate Settlement Procedures Act, closing disclosure preparation, contracts for deed, options, and selected real estate license status and education issues.

Post 303 - NC Law, Rules, and Legal Concepts - (30 instructional hours)

Topics addressed in this course include general NC licensing requirements, brokerage compensation issues, the disciplinary process, specialized types of real estate, property management in NC, and miscellaneous laws and legal concepts.

Course Materials

Each student is required to use and have immediate access to the current editions of the *NC Real Estate Manual* and *North Carolina License Law and Commission Rules* booklet during each *Postlicensing* course session. These publications in print or digital format can be downloaded in your course or obtained through the options below:

- Purchase a physical copy of the NCRE Manual here: <https://www.ncrecpubs.org/north-carolina-real-estate-manual-paper>
- Purchase a subscription to the digital version of the NCRE Manual here: <https://rem.ncrec.gov/>
- Obtain a free PDF copy of the North Carolina Real Estate License Law and Commission Rules booklet here: <https://www.ncrec.gov/Pdfs/Rules/NCRECLawAndRules.pdf>
- Purchase a physical copy of the North Carolina Real Estate License Law and Commission Rules booklet here: <https://www.ncrecpubs.org/north-carolina-real-estate-law-commission>.

The CE Shop DOES allow a student to use the online versions of the *NC Real Estate Manual* and *NC License Law & Commission Rules* booklet during classes.

End-of-Course Exam

An end-of-course exam will not be administered to any student who does not satisfy the course attendance requirement.

Students are not permitted to bring laptops, tablets, cell phones, or similar electronic devices (other than a basic calculator) into the testing area on the day of an exam. Any student who brings such a device into the testing area on the day of an exam will be required to remove it before the exam begins.

For the Distance delivery (self-paced online) course, the end-of-course exam will be administered through the online course and are proctored using our proctor partner.

General Proctoring Information:

Students can find full details of the proctoring process [here](#). Upon passing the final course exam the student will be asked to sign an affidavit verifying their identity as the student who completed the course and the final course exam. There are no proctoring fees for NC courses.

NOTE: If proctor supervision is lost at any time during the exam, the exam will be invalidated and no credit will be awarded. You must retake and successfully complete the exam before the course expires to receive course credit.

Failed Exam

For the Distance delivery (self-paced online) course, The CE Shop will allow a Broker Postlicensing Course student who does not pass their initial attempt of the end-of-course exam an unlimited number of exam retakes. The

student must attempt and pass the exam within 180 days of enrollment.

Eligibility Requirements for Course Completion Certificate

To successfully complete a *Broker Postlicensing Course* and receive a course completion certificate, a student must:

- a.) meet attendance requirements,
- b.) timely submit completed in-class and take-home assignments, and
- c.) pass the end-of-course exam with a minimum score of 75%.

Any Broker Postlicensing Course must be completed (including passing the exam) within 180 days of enrollment.

All-Inclusive Tuition/Fees

Program Costs

30 Hour Postlicensing Course 301 Price.....	\$249*
30 Hour Postlicensing Course 302 Price.....	\$249*
30 Hour Postlicensing Course 303 Price.....	\$249*
90-Hr. NC Post-Licensing Package.....	\$609*

*The CE Shop reserves the right to change course fees at any time. Please always refer to www.theceshop.com for current retail pricing.

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.

BROKER CONTINUING EDUCATION PROGRAM

Course Descriptions

A current list of North Carolina approved continuing education courses may be found at <https://www.theceshop.com/online-education/north-carolina/real-estate/broker/continuing-education/courses.html>

The CE Shop offers the Update courses via synchronous learning at this time.

Course Materials

All course materials and reference materials are online within each course and are immediately available to students upon paid enrollment.

Eligibility Requirements for Continuing Education Course Completion Certificate

Per Commission Rule 58A .1705(a):

In order to receive credit for completing an approved continuing education course, a broker shall:

- (1) Attend at least 90 percent of the scheduled instructional hours for the course;
- (2) Provide his or her legal name and license number to the education provider;
- (3) Present his or her pocket card or photo identification card, if necessary; and

- (4) Personally perform all work required to complete the course.

For Distance (self-paced online) courses:

Per Commission Rule 58H .0404(c), all students must complete the course within 30 days of the date of registration or the date the student is provided the course materials and permitted to begin work, whichever is the later date.

All-Inclusive Tuition/Fees

A current list of North Carolina approved continuing education course fees may be found at <https://www.theceshop.com/online-education/north-carolina/real-estate/broker/continuing-education/courses.html>

GENERAL INFORMATION

Registration

Students may enroll through 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.

Attendance

The CE Shop's courses (excluding the Update courses) are 100% asynchronous. Students must complete 100% of the learning material in a course and demonstrate mastery of the material to receive credit for a 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 complete. All distance education courses are developed using standard principles to ensure student participation and interactivity.

Technology Requirements for Online Courses

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.

Students enrolled in one of our Synchronous course offerings may only access the course using a desktop or laptop computer. A webcam and microphone are also required. Any students connecting to the class through a mobile device will be disconnected.

Students will need to follow the provided course access instructions and ensure all hardware and software are working prior to the start of class. Students must be in a well-lit room so they are visible on camera and must remain on camera at all times during instruction. Students are not permitted to connect from a vehicle and will be removed from the course immediately.

Student Technical Support:

Students can contact our customer support team for technical and administrative support by online chat, phone, and email. Normal business hours are 7:00am to 8:00pm CT Monday through Friday, 9:00am to 3:30pm CT Saturday. Live Chat Website: www.theceshop.com/contact, Customer Service Phone Number: 888-827-0777, Customer Service e-mail: support@theceshop.com

Student Conduct

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

Cheating

If a student is discovered to be cheating in any manner, the student will be immediately dismissed, will receive a failing course grade, will not be eligible for any retake or makeup policies, and will be reported to the NC Real Estate Commission [per Commission Rule 58H .0203(h)].

Course Cancellation or Rescheduling / Refunds

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 30 days of purchase, prior to course expiration, and the course is not more than 50% completed. Please refer to The CE Shop's terms and conditions for additional information at www.theceshop.com/legal.

For synchronous update courses, sessions can be rescheduled if necessary. Failure to show up for the scheduled class session will result in the course being marked as incomplete, is non-refundable, and a new enrollment is required to attend a different session. The course fee is nonrefundable unless cancelled at least 48 hours in advance of the scheduled class. If you need to reschedule and are at least 48 hours out from the scheduled course, please call Customer Service (CSS) at 888-827-0777 to reschedule at no charge. If within 48 hours, log in to your account at theceshop.com and purchase a future course.

**CERTIFICATION OF TRUTH AND ACCURACY**

I certify that the information contained in this Policies & Procedures Disclosure is true and correct and that this Education Provider will abide by the policies herein.

Nichol Andler
Education Director

CERTIFICATION OF RECEIPT

I certify that I received a copy of The CE Shop's Policies & Procedures Disclosure prior to payment of any non-refundable course registration fee or tuition.

Full Legal Name of Prospective Student: