

Kentucky Catalog and Enrollment Agreement

Contact Information:

Telephone: 1-888-827-0777

Email: support@theceshop.com

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

Correspondence: 5670 Greenwood Plaza Blvd., Suite 420, Greenwood Village, CO 80111

Business Hours: 7:00 AM – 9:00 PM CST Monday thru Friday and 9:00 AM – 6:00 PM CST Saturday and Sunday

Email support is provided with 24-hour turnaround.

Instructors:

Students are encouraged to call for instruction assistance during the above listed business hours or inquire via email any time. Student questions and inquiries will be responded to within 24 hours from the date of submission.

School Officials and Faculty:

Kenneth J. Horner Jr., CEO

Dan Harris, Chief Operating Officer

Rebecca Piltingsrud, Director of Compliance

Mike Matoush, Director of Education and Curriculum, School Administrator

Wynter Johnson, Director of Marketing

Cindy Tannatt, Director of Customer Service and Sales

David Aranda, Director of Information Technology

Joseph (Pat) Hirschberg, Controller

(William) Chris Alford, Pre-Licensing Instructor

School Calendar:

Online courses are available 24 hours a day/7 days a week from the convenience of the student's home/office. Please see above for business hours as well as instructor hours. The school is closed on the following holidays, New Year's Day, Independence Day, Memorial Day, Labor Day, Thanksgiving Day, and Christmas Day.

Enrollment:

The CE Shop utilizes an open enrollment policy.

There are no pre-requisites for taking our continuing education courses. Enrollments are accepted via our school website at <http://www.theceshop.com> 24 hours a day, 7 days a week. Students are also encouraged to call our team of Customer Service Representatives at 1-888-827-0777. Customer Service Representatives are available Monday thru Friday 7am to 9pm and Saturday and Sunday 9am to 6pm. Once enrolled, students receive email correspondence with detailed instructions about how to access their courses as well as how to contact our team for support.

Attendance/Monitoring Policy:

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.

Method of Course Delivery – Distance Education

Initial course design (standards) are in place to support an appropriate amount of interaction within each course. Specifically, at least one “interactive activity” is included in each lesson, typically at a rate of one activity per 3-5 slides containing text based content. These activities must be accurately completed in order to move forward in the course, with feedback being provided for both correct and incorrect responses. Examples of interactive activities include:

- Check for understanding questions
- Matching activities
- Ordered list activities
- True/false questions

Mastery of objectives is measured through incremental (unit) exams as well as a final exam. As part of the exam writing process, each objective is considered to ensure that an appropriate number of relevant questions are being asked to support the objective.

Learners are provided with an opportunity to provide substantive feedback on the activities or any other portion of the course through their mandatory course evaluations (end-of-course surveys). Results of these evaluations are regularly monitored and feedback considered through the annual review process.

Learner---to---content:

Courses are designed to promote active engagement with the course content. Courses are presented using a slide based format where the learner is required to advance through the slides. They are also able to move backwards and navigate directly to specific sections and slides using the table of contents. Note: flow control is enabled to prevent learners from skipping sections.

Slides consist of the following:

- Text based content
- Images and diagrams
- Case studies/examples/scenarios
- Links to external resources that are applicable/relevant to the content (virtual field trips)
- Knowledge check questions
- True/false activities
- Matching exercises
- Ordered lists

Learner---to---instructor:

Learners are provided with instructor support information within the course orientation and are encouraged to contact them with any content related questions they have throughout the course.

Examinations:

Except or as modified in those states provided below, the follow set of terms apply to exams:

1. Exams are presented at the conclusion of each unit, with a varying number of questions depending on the amount of content contained in each unit. Unit exams can be retaken as many times as necessary.
2. Exams are presented at the conclusion of each course, with a varying number of questions depending on the amount of content contained in the course. Students are allowed two retakes to pass the final exam. If the student does not pass on the third attempt, the student will be required to re-enroll (at no cost) and re-take the course if the student desires credit for the course. Students may retake the final exam no sooner than the fourth day following the date of a failure.
3. Students must achieve a minimum score as specified in the exam instructions to receive credit for the unit and course.
4. Students will not be able to proceed with reading materials in the next units until previous exams are successfully completed and passed.
5. Except as otherwise provided in these terms and conditions, in cases where a minimum passing score is regulated and the student fails, The CE Shop will allow students to reenroll in a course to start over at no additional charge. Re-enrollment requests can be made by contacting Customer Support at 888-827-0777.

Withdrawal, Dismissal, Refund Policy, and Re-entry 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 30 days of purchase, prior to course expiration, and the course is not more than 50% completed.

Regarding Pre-licensing courses, The CE Shop guarantees that you will pass the state licensing exam or you are entitled to your money back. In the event that you do not pass your state licensing exam, to obtain a refund of the purchase price of the Pre-Licensing course, you will be required to agree to the terms of, and submit [the affidavit](#). Please contact The CE Shop at 1.888.827.0777 or Support@TheCEShop.com for refund or credit hour requests. Partial credit is not given for any course. Due to specific regulations prohibiting this refund policy, this refund policy does not apply to Florida, Louisiana, Michigan, Missouri, Pennsylvania, and Tennessee.

Policy regarding granting credit for previous education, training and experience:

The CE Shop does not grant credit for previous education, training and experience to students.

Statement regarding criminal history:

A criminal conviction may prevent an application from qualifying for licensure according to KRS 324.045.

Statement regarding transfer of credits:

In the event that a student of The CE Shop is licensed in multiple states, The CE Shop will grant continuing education credit toward each of the states the student is licensed in, for each state the course is approved in. The CE Shop may elect to charge a fee to the licensee for this service per license state.

Transcript Request Policy:

Once courses are completed, students are prompted to securely certify that they were the student/licensee who completed the coursework. This is accomplished by entering the username and password that the student created at the time of enrollment. At this time a mandated course and instructor evaluation is presented to the student. Once certification has taken place, the student's certificate of completion is loaded into their online account and archived for a minimum of five years. These electronic certificates are available to the student at any time and serve as a transcript.

Detailed schedule of fees:

The CE Shop charges a flat fee for each course/bundle, plus sales tax, where applicable. Students may be required to pay an additional fee for proctoring their prelicensing final exam. No additional fees will be charged to the student after the fees are paid in full. 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.

Program Outlines and descriptions of each course:

Please see our online course catalog for descriptions of the courses. www.theceshop.com

Filing a Complaint with the Kentucky Commission on Proprietary Education

To file a complaint with the Kentucky Commission on Proprietary Education, each person filing must submit a completed "Form to File a Complaint" (PE-24) to the Kentucky Commission on Proprietary Education by mail to Capital Plaza Tower, Room 302, 500 Mero Street, Frankfort, Kentucky 40601. This form can be found on the website at www.kcpe.ky.gov.

Kentucky Student Protection Fund

KRS 165A.450 requires each school licensed by the Kentucky Commission on Proprietary Education to contribute to a Student Protection Fund which will be used to pay off debt incurred due to the closing of a school, discontinuance of a program, loss of license, or loss of accreditation by a school or program. To file a claim against the Student Protection Fund, each person filing must submit a completed "Form for Claims Against the Student Protection Fund". This form can be found on the website at www.kcpe.ky.gov

Acknowledgments

I have read the requirements and policies stated in the terms and conditions for grading, attendance, conduct, leave of absence, withdrawal, and course completion. I have read and agree to this Enrollment Agreement. As a condition of acceptance, I agree to adhere to and abide by these requirements and policies with the knowledge that The CE Shop has the right to withdraw me from the program if I do not meet course requirements.

I understand that that a criminal history may make me ineligible for the license I am seeking and that I can request a criminal history evaluation from the licensing authority.

Student is advised to print and keep copies of A) this catalog and enrollment agreement and B) the financial terms and conditions of purchasing this course.

Student's acceptance of the terms and conditions of this agreement is electronic by: A) student checking the box next to the "Check this box to accept our terms and conditions" and B) clicking "Submit Order" on the course check out page.

The CE Shop is considered to have signed this Enrollment Agreement upon the student's acceptance of the terms and conditions of this agreement.

This contract may only be changed with the written consent of both the Student and an authorized school official.

This document is certified as true and correct in content and policy by the appropriate school official:

Michael Matoush

School Official Printed Name



School Official Signature