



Greenwood Village, CO 80111 1-888-827-0777  
Website: [www.theceshop.com](http://www.theceshop.com); Email: [support@thecheshop.com](mailto:support@thecheshop.com)

## **Policies & Procedure Disclosure**

**Date of Publication: July 5, 2022**

**Legal Name of Education Provider: The CE Shop LLC**

**Advertised Name of Education Provider: The CE Shop LLC**

**Name of Education Director: Michael Matoush**

**Names of Full-Time Officials and Faculty: Gary Weiss, Michael Matoush, 2319 - Douglas Norris Terry (Instructor), and 2277 - Susan (Jill) Malloy (Instructor)**

### **Education Provider Certification**

The CE Shop LLC 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](http://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 annual *Continuing Education* courses needed to maintain a real estate license on active status.

## Tuition/Fees

The CE Shop reserves the right to change course fees at any time. Please always refer to [www.theceshop.com](http://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 2021 - June 2022 license year, The CE Shop had 3,041 students who initially enrolled in a Broker Relicensing Course. Of that initial number, 968 of those students successfully passed the course, 95 of those students completed the course but did not pass the end-of-course exam, and 1114 students did not complete the course.

## License Examination Performance Report

During the July 2021 - June 2022 license year, The CE Shop had 262 students take the license examination for the first time within 30 days of the Broker Prelicensing Course completion date. 90 of those students passed, resulting in a 34% pass rate on the North Carolina license examination.

## Purpose of the Continuing Education Program

The primary objective of the mandatory *Continuing Education Program* is to help assure that licensees possess the knowledge, skills, and competency necessary to function in the real estate business in a manner that protects and serves real estate consumers and the public interest.

Per G.S.93A-38.5, brokers must complete eight (8) credit hours of instruction annually in subjects approved by the Commission in order to retain eligibility to actively engage in real estate brokerage. Per Commission Rule 58A .1702, the eight hours must be comprised of an Update course and four credit hours of elective courses.

## Course Description(s)

A current list of North Carolina approved continuing education courses can 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 student upon paid enrollment.

## **End of Course Examination**

Each student is required to take and pass the end of course examination. This will be administered at the end of each course within the LMS.

## **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. successfully take and pass the end of course examination;
3. provide his or her legal name and license number to the education provider;
4. present his or her pocket card or photo identification card, if necessary; and
5. personally perform all work required to complete the course.

## **Registration, Enrollment, and Conduct**

### **Registration**

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.

### **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).

### **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 9:00pm CST Monday through Friday and 9:00am to 6:00pm CST Saturday/Sunday.

Live Chat Website: [www.theceshop.com/contact](http://www.theceshop.com/contact)  
Customer Service Phone Number: 888-827-0777  
Customer Service e-mail: [support@theceshop.com](mailto:support@theceshop.com)

## **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.

## **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](http://www.theceshop.com/legal).

For synchronous update courses, sessions can be rescheduled if necessary. To reschedule, use the cancel option located within the registration email and schedule a new course session. 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.

## **Student Conduct**

All students are expected to act maturely and are required to respect other students, instructors, 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.

## **Cheating**

If a student is discovered to be cheating in any manner during a final examination, 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)*].

## **Special Accommodations Request Procedure**

The CE Shop complies with the Americans with Disabilities Act (ADA) and strives to ensure that no individual with a disability as defined by the ADA is deprived of the opportunity to participate in a course. Students requesting special accommodations must submit an ADA form which is found on The CE Shop website at [www.theceshop.com/ADA](http://www.theceshop.com/ADA).

## **Inclement Weather**

Distance education courses are not typically affected by inclement weather.

## **Course Schedules**

Course scheduling is continuous in nature (24/7/365). Students are able to enroll and complete the course at times most convenient for them, however, North Carolina provides that a student shall not

register for any continuing education course between the blackout period of June 11th and June 30th, inclusive, of any approval period. This applies to CE only.

**CERTIFICATION OF TRUTH AND ACCURACY**

*I certify that the information contained in this Policies & Procedures Disclosure is true and correct and that The CE Shop will abide by the policies herein.*

*Michael Matoush  
Education Director*

**CERTIFICATION OF RECEIPT**

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 Policies and Procedures Disclosure. 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.

Student is advised to print and keep copies of A) this Policies and Procedures Disclosure 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 Policies and Procedures Disclosure 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.