



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

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, Inc.

**The CE Shop, Inc.**

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 3917, Olympia, Washington 98124.

**Contact Information:**

Telephone: 1-888-827-0777

Fax: 1-888-708-8212

Email: [support@theceshop.com](mailto:support@theceshop.com)

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

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

**Business Hours:** 7:00 AM – 7:00 PM CST Monday thru Friday

Email support is provided with 24-hour turnaround, 24 hours a day, seven days a week

**Instructors:**

Michael McAllister (Administrator) – 1-888-827-0777, [support@theceshop.com](mailto:support@theceshop.com)

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 in no more than 24 hours from the date of submission. Email inquiries are typically responded to via the telephone to ensure accurate communication of information.

**Available Courses:** All of the below mentioned courses are delivered via 100% distance education.

Course Name	Type of Course	Clock Hours
60-Hour WA Real Estate Fundamentals Pre-Licensing Course	Pre-Licensing - Fundamentals	60
30-Hour WA Real Estate Practices Pre-Licensing Course	Pre-Licensing - Practices	30
WA Post-Licensing: Advanced Real Estate Practices	Post-Licensing – Advanced Law	3
WA Post-Licensing: Real Estate Law	Post-Licensing – RE Law	3
Washington 2016-2017: Current Issues in Residential Real Estate	Continuing Education – Required	6
Advocating for Short Sale Clients	Continuing Education – Elective	3
Anatomy of Commercial Building	Continuing Education – Elective	3
Attracting Online Consumers: Listings and Syndication	Continuing Education – Elective	3
Basics of Real Estate Taxation	Continuing Education – Elective	3
Breaking Barriers: Fair Housing	Continuing Education – Elective	3
Client Advocacy in Commercial Real Estate	Continuing Education – Elective	3
Code of Ethics: Good For Your Clients and Your Business	Continuing Education – Elective	3
Commercial Ethics	Continuing Education – Elective	3
Commercial Landlord Representation	Continuing Education - Elective	3
Determining Value of Commercial Properties	Continuing Education – Elective	3
Did You Serve? Identifying Homebuying Advantages for Veterans	Continuing Education – Elective	3
Diversity: Your Kaleidoscope of Clients	Continuing Education – Elective	3
Foundations of Real Estate Finance	Continuing Education – Elective	6
From Contract to Keys: The Mortgage Process	Continuing Education – Elective	6
Going Green: The Environmental Movement in Real Estate	Continuing Education – Elective	3

Hot Market Strategies	Continuing Education – Elective	3
Investment Strategies in Commercial Real Estate	Continuing Education – Elective	3
Keeping it Honest: Understanding Real Estate & Mortgage Fraud	Continuing Education – Elective	3
Marketing, Advertising, and Social Media Compliance	Continuing Education – Elective	3
Online Risk Management	Continuing Education – Elective	3
Personal Safety	Continuing Education – Elective	3
Real Estate Investors and Your Business	Continuing Education – Elective	3
Residential Property Management Essentials	Continuing Education – Elective	3
Roadmap to Success: Business Planning for RE Professionals	Continuing Education – Elective	3
Selling to Your Sphere of Influence	Continuing Education – Elective	3
Sign Here: Contract Law on E-Signatures	Continuing Education – Elective	3
The Fundamentals of Commercial Real Estate	Continuing Education – Elective	3
Title and Escrow: Two Families, One Transaction	Continuing Education – Elective	3
Today's MLS: New Paradigms, Better Results	Continuing Education – Elective	3
Uncle Sam has Homes for Sale: Listing and Selling HUD Homes	Continuing Education – Elective	3
Accredited Buyer's Representative Designation Course	Continuing Education – Elective	12
At Home With Diversity	Continuing Education – Elective	8
Discovering Commercial Real Estate	Continuing Education – Elective	3
Enhance Your Brand and Protect Your Clients with Data Privacy and Security	Continuing Education – Elective	3
Expanding Housing Opportunities	Continuing Education – Elective	3
Generation Buy	Continuing Education – Elective	6
Green Day 1: Resource-Efficient Homes: Retrofits, Remodels, Renovations, and New Home Construction	Continuing Education – Elective	6
Green Day 2: Representing Buyers and Sellers of Resource-Efficient Homes	Continuing Education – Elective	6
Home Sweet (Second) Home: Vacation, Investment, Luxury Properties	Continuing Education – Elective	6
Military Relocation Professional Certificate Course	Continuing Education – Elective	6
New-Home Construction and Buyer Representation: Professionals, Product, Process	Continuing Education – Elective	6
Pricing Strategies: Mastering the CMA	Continuing Education – Elective	6
REALTOR Code of Ethics Training	Continuing Education – Elective	3
Real Estate Marketing Reboot: Innovate > Relate > Differentiate	Continuing Education – Elective	6
Real Estate Safety Matters: Safe Business = Smart Business	Continuing Education – Elective	3
REO Properties: Responsibilities, Education and Opportunities for Real Estate Professionals	Continuing Education – Elective	6
RPR: Real-Time Data, Market Knowledge, Informed Customers	Continuing Education – Elective	3
Seller Representative Specialist (SRS) Designation Course	Continuing Education – Elective	12
Seniors Real Estate Specialist (SRES) Designation Course	Continuing Education – Elective	16
Short Sales and Foreclosures: What Real Estate Professionals Need to Know	Continuing Education – Elective	6

***There are no prerequisites for any of the above courses.***

**Enrollment:**

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 Advisors at 1-888-827-0777. Customer Service Advisors are available Monday thru Friday 7am to 9 pm CST. Both the website and our Customer Service Advisors provide students with more than enough information to understand what their educational requirements are and which courses are best suited to meet those requirements. 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.

**Accessing course(s)/Course Experience:**

Course enrollments are accepted via the telephone or online. Once enrollment is completed, students are immediately provided links to the courses and sent email instructions for accessing their The CE Shop account. The email also provides details regarding the post-completion process. Once logged in using a secure website with the students login ID and password, students are presented with a link to begin their course as well as documents to support the learning experience. All support documents can be viewed online and/or printed for future reference. These documents include:

1. Course Overview – an outline of the course content to be covered
2. Instructions for accessing and taking the online course

To begin the coursework, students simply click on the name of their course and are redirected into the course delivery system.

The first section presented is an orientation/Introduction that provides an overview of: the course, its authors and contributors, information about our school and an overview of how to navigate the course system to ensure a pleasant experience. Courses are presented in an outline view, clearly indicating the order of content.

Online courses are delivered on a “self-pace” basis, meaning students can complete the coursework on their time when it is convenient for them. Any time day or night from any computer connected to the Internet. Students are required to spend the approved seat time in the course material.

Within the course, students are presented with: reading material, interactive exercises, check-for-understanding questions and exams at the end of each unit of learning material. Units are segmented into Chapters, and Chapter into Lessons. Within the materials there are references and links to worksheets and other resources accessible to the student during and after completion of the course(s). These resources are presented in PDF format to be saved and/or printed.

**Examinations:**

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, typically 5-10 questions. Unit exams can be retaken as many times as necessary. Students must achieve a minimum of a 70% passing score to receive credit for the unit and course. Students must complete coursework in the order of which is it presented.

Once the course units are completed, students will be prompted to take a **secure** final exam. The student is required to log in to the course system via a secured website to access the final exam. The exam is administered with a set of randomly chosen multiple choice questions pulled from a question bank. The question difficulties vary from basic fact related questions to questions that require understanding and application of the knowledge imparted. Students are given as much time as needed to complete the exams, however if interactivity is not detected by the system for a specific time period, the student will be logged out. Students are warned as time approaches the point of being logged out. If the student does not complete the exam prior to being logged out, they must restart the exam when they return to the system. If the student is logged off, their last page in the course material is book-marked and they are taken back to that place in the course on their next visit. Should the student not pass the final examination, they are able to review the question, their answers, the correct answers and why the correct answer was correct. Exam reports are not available for printing to ensure the student is not simply memorizing questions and answers. Once reviewed, students may take the examination again to achieve a passing score and demonstrate mastery of the material. When exams are retaken, questions are shuffled and a percentage of new questions are pulled from the question bank.

Students have access to the course content for a period of 12 months from time of enrollment and can return to the course delivery system to reference material at a future date.

**Post-Course Completion:**

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. Afterwards, a course and instructor evaluation is presented to the student. Once the evaluation is completed, an electronic version is reviewed by the school administrator and stored in the student’s record. Once certification takes place, the student’s certificate



of completion is loaded into their online account and archived for a minimum of five years. Electronic versions are available to the student at any time.

#### **School Policies:**

The CE Shop Guarantee (General Refund Policy) for CE and Post-Licensing:

The CE Shop is committed to student satisfaction. If for any reason you are unsatisfied, The CE Shop will refund the purchase of any course(s), as long as the request for the refund is submitted before the course expires, within 30 days of purchase, and the course(s) 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. To obtain a refund of the purchase price of the Pre-Licensing course in the event that you do not pass your state licensing exam, you will be required to agree to the terms of and submit the affidavit. Please contact our office at 1.888.827.0777 or [Support@TheCEShop.com](mailto:Support@TheCEShop.com) for refund or credit hour requests. Partial credit is not given for any course.

#### **Course Expiration:**

Continuing Education and Post-Licensing Education:

Except as modified for North Carolina, Oklahoma, Washington, D.C., and Iowa as provided below, 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 or other period as provided below for North Carolina, Oklahoma, Washington, D.C., and Iowa, 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 the final exam, if the student wants credit for the new course;

Pre-Licensing Education:

Pre-Licensing courses expire 6 months after the date of purchase. The student will be granted a one-month extension at no charge, said one-month free extension to be applied immediately after the initial 6-month term. For any reactivation or extension of the course after the 7th 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. 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.

If the course is not completed within 12 months of the date of purchase, 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 the final exam, if the student wants credit for the new course.

#### **Copyright Policy**

All Rights Reserved. All course materials offered by The CE Shop are copyrighted by either The CE Shop or its licensed content providers. No part of The CE Shop's course content may be reproduced, retransmitted, distributed, sold, published, broadcasted or circulated, including to individuals in the same company or organization, without the express written consent of The CE Shop. Course content shipped in paper book formats or received electronically via the Internet may be displayed or printed for your personal, non-commercial use only. Purchase of a course includes a license for one person to use the course materials for a period of 12 months from the date of shipment or activation. It is not permissible to distribute files containing course materials or printed versions of course materials to individuals who have not purchased the course(s) without the express written consent from The CE Shop. It is also not permissible to make the course materials available to others over a computer network, Internet, or any other storage, transmittal, or retrieval system.

#### **Privacy Statement**

At no time will The CE Shop sell personal information we receive from you to anyone else. Information submitted to the website for purchases, registration, or personalized services are used to fulfill orders as well as customer identification and notification purposes. Periodically, The CE Shop or its co-brand partners may send its customers information about products or services related to the Real Estate profession. The CE Shop was designed to allow our customers to access their own accounts, securing personal information from the public. For the purpose of advertising, generic website information is collected. None of this information is connected to any individual user. The CE Shop uses industry-standard encryption technologies to safeguard information. All financial transactions conducted through The CE Shop are encrypted for your security and protection. By using the website, you agree to the collection and use of certain information by The CE Shop.



### **Viruses**

There is always the possibility of unknowingly acquiring computer viruses on the Internet. We want to warn you about infections or viral contamination on your system. It is your responsibility to scan any and all downloaded materials received from the Internet. The CE Shop shall not be responsible or liable for any damage caused by viruses or related hazards, whether or not that virus or hazard resulted from a visit to The CE Shop website. You, and not The CE Shop, assume the entire cost of all necessary servicing, repairs, or correction related to computer viruses.

### **Security**

The CE Shop takes standard precautions in seeking to ensure that our systems are secure and that they meet industry standards, including the application of firewalls for our Internet-based systems. When appropriate, The CE Shop employs the use of encryption technologies, user authentication systems (e.g., passwords and personal identification numbers) and access control mechanisms.

### **Other Terms & Conditions**

By processing an order with The CE Shop, or through our Website, you agree the number of course hours selected is within a close proximity to the number of hours required for a single license renewal cycle by your state and that The CE Shop has the right to cancel any order we believe excessively exceeds your state requirement. In addition, you understand The CE Shop may terminate your access to courses that are not completed within 12 months from the time of your order. You agree that The CE Shop has the right to terminate an account at any time if The CE Shop has reason to believe that the user is fraudulently accessing the courses for unauthorized reasons. If you have questions concerning any of The CE Shop's Important Legal Information, please feel free to contact us by calling our Customer Service Department at 1-888-827-0777 or send email to [support@theceshop.com](mailto:support@theceshop.com)