



# ExceedCE, LLC

## Online Education Policies & Procedures

### Introduction

At ExceedCE we are committed to delivering high-quality continuing education that meets or exceeds the requirements set forth by real estate regulatory agencies across the United States. These Policies and Procedures ensure consistent standards of professionalism, academic integrity, and instructional excellence for all learners, regardless of location.

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### About Us

ExceedCE is an online continuing education school created by real estate professionals for real estate professionals. Our goal is to exceed expectations by not only meeting your obligation of license renewal, but also by helping you grow to your next goal by offering professional development courses in addition to your continuing education.

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### Contact Us

You can best reach us on our website at <http://www.exceedce.com>, where you will find the courses to help you fulfill the licensing renewal requirements for your state. If you need to contact us by phone or by mail we can be reached as follows:

Street Address:

2443 Fillmore Street #451  
San Francisco, CA 94115  
Administrator: Patricia Lynn, CCIM, CDEI

Office Phone: (415) 885-0307 School  
Office Hours: M - F, 9:00 AM – 5:00 PM PT  
[plynn@exceedce.com](mailto:plynn@exceedce.com)

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## **Purpose**

Our policies are designed to:

- Promote meaningful and engaging learning experiences.
  - Ensure regulatory compliance with applicable state real estate commissions or departments.
  - Protect the integrity of course completion and certification.
  - Provide a fair and consistent experience for all students.
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## **ASYNCHRONOUS (SELF-PACED) COURSES**

### **Course Access & Completion**

- Students may access online courses 24/7 and complete them at their own pace.
- All learning modules, quizzes, and final exams, if applicable in your state, must be completed to earn credit.
- Time-tracking and course pacing requirements may be enforced to meet regulatory standards (e.g., maximum hours per day, minimum time spent, etc. – refer to your state’s regulations for more information).

### **Academic Integrity & Identity Verification**

We take course integrity seriously to protect the value of your education and real estate license:

- Students must complete all coursework independently.
  - Identity verification may be required through challenge questions or authentication tools.
  - Sharing login credentials or having another person complete your course is strictly prohibited.
  - Suspected dishonesty may result in denial of course credit and notification to your state regulatory agency.
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## **SYNCHRONOUS (LIVE VIA ZOOM) COURSES**

### **Technology & Equipment Requirements**

To ensure a professional and focused learning environment, students must:

- Use a desktop, laptop, or tablet. Computers are preferred and NO phones are allowed.
- Have a working webcam and microphone.
- Use high-speed internet (minimum 5 Mbps) to support video and audio quality.
- Log in from a quiet, stationary, indoor location.
- Attending from a moving or parked vehicle is not permitted.

### **Attendance & Participation Requirements**

- Students must arrive on time and remain present for the full duration of the course.
- Cameras must be turned on and show the student's entire face throughout the class.
- Microphones must be functional and available when called upon.
- Students are expected to participate in polls, chats, and instructor interactions.
- Failure to actively participate or respond to check-ins may result in loss of credit.
- Attendance will be strictly monitored.

### **Prohibited Behaviors During Live Zoom Classes**

To maintain instructional integrity and regulatory compliance, the following are not allowed:

- Logging in from a phone.
- Attending class while in a car or on the move.
- Turning off your camera or microphone without permission.
- Multitasking or appearing distracted during class.
- Having another individual attend or complete the course in your place.



## **Cancellations, Transfers & Refunds**

- Transfers and cancellations must be requested at least 24 hours before the start of a live class. However, if a scheduling conflict arises, we are happy to make every reasonable effort to transfer your registration to another available Zoom class. No refund will be given if no other satisfactory course is available.
  - No refunds will be given for no-shows or late arrivals that result in incomplete attendance.
  - Asynchronous (self-paced) course purchases may be eligible for a refund within 7 days **only if** the course has not been started. Once you begin the course, no refund or credit will be given and the course fee will not be transferable to other course offerings.
  - For active CBA Broker Members, this course is included with your membership, so the refund policy does not apply.
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## **Certificates & Reporting**

- Certificates of completion will be issued after all asynchronous modules have been completed or live course attendance has been verified.
  - Course completions are reported to the appropriate regulatory agency in accordance with each state's rules and procedures.
  - Completion is contingent on full compliance with attendance, participation, and integrity requirements.
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## **Student Conduct & Code of Ethics**

All students are expected to conduct themselves in a professional and respectful manner. Disruptive, inappropriate, or unethical behavior may result in removal from a course and denial of credit.

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By enrolling in our courses, you acknowledge that you have read, understood, and agree to comply with these Policies and Procedures to ensure the integrity and value of your real estate education.