**Distance Learning Institute Training**

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**SCHOOL POLICY MANUAL & PROCEDURES**

**for**

Self-Paced-Online-Continuing Education Courses

 *January 1, 2022*

 **Distance Learning Institute Training**

 POLICIES AND PROCEDURES for CE SHOP ONLINE COURSES

**Background**

This manual addresses the policies and procedures of the Distance Learning Institute Training, a private career school licensed by the Maryland Higher Education Commission and approved by the Maryland Real Estate Commission. The Institute offers online courses for continuing education credit through CE SHOP online education company. A complete list of currently- approved courses and their credit value may be determined by accessing the CE SHOP from our web page, [www.dlitraining.com](http://www.dlitraining.com). Please familiarize yourself with all the information in this manual before enrolling in a course.

**Requirements for Completing the Course**

You must complete the entire course and pass a final exam. You must also pass unit quizzes before advancing to the next unit. The unit quizzes are intended to help you master the material and better prepare you for the final exam.

**Time Allotted to Complete the Course**

The course must be completed within one year from the date of enrollment. After that date, you will no longer be able to access the class. To ensure that your time will not run out, it is recommended that you set a goal for completing the course, develop a regular study schedule and adhere to it. The sooner you complete the course, the better will be your retention of the material and the greater your chances of passing the final exam.

**Passing Grades** **/Repeating the Course and Final Exam**

The passing grade is 90% on the unit quizzes and 70% on the final exam. You may repeat the course and take the final exam as often as necessary, as long as you do so within one year of enrollment.

**Reporting your Hours**

Your hours will be reported within 14 days to the MD Real Estate Commission after completion of your course. To request a certificate, please contact us by email at enrollment@dlitraining.com

**Technical Questions**

Please call the CE SHOP Hotline at 888-827.0777 if you are encountering difficulties such as the following: you're having trouble getting your course to run, graphics are not visible on your screen, your computer crashes while running the course, or you have other system-type problems. Technical support is available from 7 a.m. to 11 p.m. CST daily.

**Non-technical Questions**

For questions concerning course content, email Winnie Gathitu at enrollment@dlitraining.com. Please be very thorough when sending questions or take a screen shot of a question you may have. We will return your email within 24 hours.

**Extensions**

There are no extensions if you do not complete the course within one year of enrollment.

**Refunds**

We do not issue refunds for any reason. Please ensure that the course you plan to enroll in will fulfill your continuing education requirements, and that your browser meets the requirements for taking the course. Continuing education requirements are spelled out on the web site of the Maryland Real Estate Commission, <https://www.dllr.state.md.us/license/mrec/>. Detailed technical system requirements are spelled out on the course description page at the CE SHOP site