

4501-21-11

Enrollment contract.

- (A) A remedial driving course enterprise shall provide each student with an enrollment contract that includes fees and verification that the course will meet all Ohio requirements prior to providing training.
- (B) An enrollment contract ~~shall also include~~ includes:
- (1) The hours of required instruction;
 - (2) A grievance procedure. The grievance procedure ~~shall also include~~ includes that the matter may be referred to the "Department of Public Safety through the Driver Training Program Office, 1970 West Broad Street, Columbus, Ohio 43223";
 - (3) Policies for dismissal of a student;
 - (4) Refund policy; and
 - (5) Final examination requirements, if applicable.
- (C) For an adult remedial program providing instruction through online, an enrollment contract ~~shall be requires. The enrollment contract shall also include~~ includes the following:
- (1) ~~Should third-party data be required, there shall be a clause within the enrollment contract that identifies~~ Identifying the type of any third-party data that will be accessed prior to or during validation of the student's identity, if third-party data verification is used; and an adult remedial driving course enterprise shall obtain the student's prior approval before accessing the third-party data, if applicable;
 - (2) Identify the hardware and software requirements to successfully complete the course; ~~and the enterprise shall obtain the student's acknowledgement that the student understands the computer requirements, if applicable;~~
 - (3) Specify that interruptions in course service may occur which the course owner has no control ~~and the adult remedial driving course enterprise shall obtain the student's acknowledgement that the student understands that service interruptions may occur;~~
 - (4) A statement that notifies the student of the course security and privacy policy regarding student data including personal and financial data; ~~and the enterprise shall obtain the student's acknowledgement that the student understands the privacy policy;~~

- (5) A declaration of the date by which the complete program will be made available to and completed by the student. The date is no more than thirty days from the time the student starts the content of the course;
- (6) The enterprise shall obtain the student's acknowledgement of the enrollment contract and policies and requirements as provided in this rule.
- (D) Enterprises using a web-based enrollment process shall use secure and reasonable controls to authenticate the student's identity. This may be accomplished by a combination of the following:

 - (1) Third-party database authentication;
 - (2) Biometric authentication;
 - (3) Other secure means that are based on emerging technologies and allow for reasonable assurance that the student's identity is authenticated; or
 - (4) A signed and notarized affidavit. The affidavit includes certification that the student submitted official documents to verify the student's identity. The affidavit is received by the online enterprise before training begins.

Effective: 5/1/2022
Five Year Review (FYR) Dates: 2/4/2022 and 02/01/2027

CERTIFIED ELECTRONICALLY

Certification

04/13/2022

Date

Promulgated Under: 119.03
Statutory Authority: 4510.038, 4510.311, 5502.011
Rule Amplifies: 4510.037, 4510.038 , 4510.311
Prior Effective Dates: 05/18/2006, 06/25/2015