



Ohio Administrative Code Rule 4501-21-11 Enrollment contract.

Effective: [May 1, 2022](#)

(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 includes:

(1) The hours of required instruction;

(2) A grievance procedure. The grievance procedure also 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 also includes the following:

(1) 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;

(2) Identify the hardware and software requirements to successfully complete the course;

(3) Specify that interruptions in course service may occur which the course owner has no control;



- (4) A statement that notifies the student of the course security and privacy policy regarding student data including personal and financial data;
- (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.