



Gyrfa Cymru  
Careers Wales



Llywodraeth Cymru  
Welsh Government



Cronfa Gymdeithasol Ewrop  
European Social Fund

# ReAct Programme

## What you need to know



## What is ReAct?

The ReAct programme provides a package of support to help people gain new skills, overcome obstacles and improve their chances of returning to work after becoming unemployed. The programme is part-funded by the European Social Fund (ESF) through the Welsh Government (WG).

The Welsh Government works closely with Working Wales delivered by Careers Wales, Jobcentre Plus and other organisations to deliver the programme.

## What is available?

- A vocational training grant to help you get the skills you need to find a new job; the maximum grant is £1500.
- An Extra Support grant to help you with expenses such as travel and accommodation costs; in some cases, we may be able to help with special equipment you need for training if you consider yourself to have a disability or a work-limiting health condition and the training provider can't help. The maximum Extra Support grant is £200.
- Help with registered childcare costs when you're training. The Welsh Government can pay up to £12 per day for 1 child and £20 per day for 2 or more children for a maximum of 26 weeks, up to a maximum of £2600.
- If you find a new job, the Welsh Government can also provide your new employer with help towards your wages and any job-related training costs. This is known as Employer Recruitment and Training Support and more information can be found at [Business Wales](#).
- (Important - Your employer will have to apply for this grant and it must be approved by the Welsh Government before you start your employment)

## Can you apply?

The table below outlines the ReAct eligibility requirements and the evidence you will need to provide to support your application:

Eligibility	Evidence
Unemployed on or after 01/01/2020	<ul style="list-style-type: none"> <li>• Redundancy letter</li> <li>• Formal notice of redundancy letter</li> <li>• Letter from employer or other evidence of loss of job such as an email from employer</li> </ul>
Resident in Wales	Evidence of address such as a letter from HMRC / DWP
Age 16+	Evidence of date of birth such as a copy of birth certificate, driving licence
Right to live and work in the UK	Evidence of NI number

There are some other programme rules which you should know:

- If you are a current or ex-director or current or ex-company secretary of the company from which you have become unemployed you will not be eligible for the support.
- If you are a current director or a current company secretary of an active, trading company at the time of your grant application, you may not be eligible for a ReAct grant.

The Welsh Government's ReAct Team looks at all applications individually; if you are worried that you won't be able to apply, a Working Wales adviser will, if you agree, contact the ReAct Team to ask for advice on your behalf .

## Vocational Training Grant

### Before you apply

If you have not done this already, you must contact Working Wales on 0800 028 4844.

- You will be given independent advice and guidance by one of Working Wales' qualified careers advisers. The adviser will discuss your personal situation, work history, experience, qualifications and the skills you've already got. The adviser will then be able to advise you on how to get the skills that employers are looking for. After you've spoken to the adviser, you will be given a Careers Action Plan. This is a written record of your discussion and confirms that the training you've chosen will increase your chances of finding a new job.
- It is up to you to decide who you would like to train with. You will need to make sure that the training provider can deliver the training that you have agreed with your Working Wales adviser.
- Please do not forget that the Welsh Government must approve all grant applications before you start training and before you make any payment, for example buy a train ticket to travel to a training course.
- So that you can apply for a ReAct grant, the Working Wales adviser will need to collect information from you. This is needed to make sure that you are able to apply for the grant and to give you the best possible advice and guidance. For more information on how your information will be used, shared and stored please refer to the Careers Wales privacy notice at [careerswales.gov.wales/about-us/privacy-notice](https://careerswales.gov.wales/about-us/privacy-notice)

You will also be asked to provide documents to confirm your eligibility as outlined above. The Working Wales adviser can tell you what documents you will need. You will need to send your documents to [react@careerswales.gov.wales](mailto:react@careerswales.gov.wales). We will not ask you to provide any documents which you don't currently have or ask you to spend unnecessary time or expense to obtain them.

## Application process

The Welsh Government's ReAct Team uses a digital application process and the information you've already given to your Working Wales adviser will be sent securely to the ReAct Team to be checked. The Working Wales adviser will also confirm that you've provided the documents that prove that you can apply.

We know that some people won't be able to apply for a ReAct grant digitally; in most cases, Working Wales will be able to help with this but please let us know if you need paper copies of the application forms.

Once the Welsh Government's ReAct Team have checked your application for the first time and made sure that you can apply for a ReAct grant, they will send you an email to let you know. This email will provide you with details of how you can apply for any extra support to help you with training. You will need to forward this email on to your chosen training provider(s) because it will have a Training Plan attached that they will need to fill in and email back to the Welsh Government's ReAct Team.

## ReAct Training Plan

You are responsible for arranging for your chosen training provider(s) to fill in this form. The Training Plan contains important information about the training course(s) you have chosen, how and when it will be delivered and how much the training costs.

You should make sure that your training provider knows that the Welsh Government can pay for the training only after it's finished and that the Welsh Government does not pay VAT on vocational training; if your training provider can't accept these conditions, please get in touch with the ReAct Team for advice.

You also need to know that:

- The Welsh Government won't be able to fund certain courses if they're unlikely to improve your chances of finding a new job.
- Training courses must be completed within a maximum of 18 months from the date of your redundancy or unemployment (due to Covid-19 this has been extended but will be reviewed as the situation evolves at which point it may be reduced back to 12 months).
- If you want to do an online course, please make sure that you have the right IT equipment/software and that the training provider can support you throughout the course, for example via webinar.
- If your chosen course has any entry requirements, the Welsh Government may ask you to provide evidence of this, for example a certificate.
- If your chosen training provider is also the employer who made you unemployed, the Welsh Government may refuse to award the grant.

## Extra Support (expenses)

If you need some extra support to help you with training, you will need to provide this information by email to [plan.react@gov.wales](mailto:plan.react@gov.wales). You should provide information if you need to apply for help with travel expenses, accommodation or childcare costs that are connected to your training and also if you have extra needs and you need special equipment to do the course but the training provider can't help with this.

You also need to know that:

- If you can, you should travel by public transport so that your journey is as environmentally-friendly as possible.
- If you travel by car, we will work out the cost of your journey from your home to the training centre at 15p per mile.
- You should choose the most reasonably-priced accommodation where it is necessary to stay away from home; we can't help you with the cost of meals and drinks, or the use of telephones or Wi-Fi if there is a charge for these.
- The Welsh Government can only contribute towards childcare costs if it's provided by a registered childminder, nursery, school club or crèche. We will need evidence of the registration before we can look at these costs. You can ask the childcare provider for the registration number.
- The Welsh Government expect training providers to provide you with the equipment that you need to do the course e.g. tools.

If you need any help with expenses, you must let us know before you start your training.

**Please don't forget that the Welsh Government's ReAct Team must approve all grant applications before you start training and before you make any payment, for example buy a train ticket to travel to a training course.**

## Important - What happens next?

The Welsh Government's ReAct Team cannot begin to process your application until they have all the information they need; this includes your Working Wales application, the training plan(s) from your chosen training provider(s) and details of any extra support you need. If your application is successful, within 10 working days, the ReAct Team will:

- Let you know by email the value of the grant for training and a summary of the training it's been awarded for.
- Let you know by email, if you have asked for help with your expenses, that you have been awarded the grant and tell you how to claim it.
- Send confirmation by email to your chosen training provider(s) to tell them that your ReAct grant is in place. They will tell your provider what they need to do to claim payment for your training.

As soon as you're told by the Welsh Government that your ReAct grant is in place, you can contact your training provider(s) to make the arrangements to start the training.

**Please don't forget that the Welsh Government must approve all grant applications before you start training and before you make any payment, for example buy a train ticket to travel to a training course.**

You also need to know that:

- The Welsh Government will send an attendance record form to your training provider(s) and you will be asked to sign this at the end of each training day.
- The Welsh Government will send a form to your training provider(s) so that they can claim payment for your training. You will need to sign this form at the end of the last day of your course. If you are asked to sign the form before then, you should let the ReAct Team at the Welsh Government know as soon as you can.
- If you need to cancel or change the course dates, make sure that you let the training provider(s) know as soon as possible. The Welsh Government can't pay for any training that doesn't take place or for any cancellation fees that you may be asked to pay.

## ReAct Privacy Notice

In order for you to receive support from the ReAct programme (part-funded by ESF), the Welsh Government is required to collect information from you. Processing this application is part of our public task to administer the funding and will form part of our contract with you.

The Welsh Government is the data controller for any personal data you provide as part of your application for funding.

Providing your data is necessary for you to participate in the programme. You must provide all the information we ask for: this includes questions where 'prefer not to say' is an option.

All the information you provide will be stored and used in accordance with the current data protection legislation (the Data Protection Act and the General Data Protection Regulation (GDPR)).

This Privacy Notice sets out how the information collected from you will be used and who will have access to it.

## Who will we share your information with and what will they use the information for?

We will not share your information with any third party outside our organisation, other than as set out below.

Please be aware that your information is shared and used in the following ways:

- The Welsh Government will use and pass your information to the Welsh European Funding Office (WEFO), as appropriate, to:
  - Process your application and allocate funding.
  - Fulfil the reporting requirements of the European Commission for projects funded by the European Social Fund.
  - Monitor and report on the number of people taking part in projects/programmes and the number of people from different groups being supported (e.g. different age, gender and ethnicity).
  - Carry out the funding, planning, monitoring and inspection of training and learning.
  - Produce statistical publications.
- Information will only be shared with Careers Wales and Jobcentre Plus to support your application and to provide you with the best advice and guidance which suits your needs;
- Information may be shared with other Welsh Government departments to establish the most suitable support available to you;
- With auditors to assess whether the project/programme has followed the correct procedures;
- To link your records to other data sources held by the Welsh Government and UK Government departments to facilitate research into the impact the project has had on those who took part. These data sources might include the Longitudinal Educational Outcomes dataset, Careers Wales data, the Lifelong Learning Wales Record (LLWR), records held by HM Revenue Customs (HMRC) and Department for Work and Pensions (DWP), the Labour Force Survey, Annual Population Survey and the ESF Leavers Survey;
- To help us understand the effectiveness of the scheme we may share your contact details with approved research organisations so that they can talk to you about your experiences. Not everyone who takes part in the scheme will be contacted. If you are contacted by researchers, the purpose of the interview will be explained to you and you will be given the option not to be interviewed. The research organisations will delete your contact details once the research is complete. Research organisations may also be given access to anonymised data (versions of the data that doesn't identify you) for the purposes of research, analysis or equal opportunities monitoring;
- Fraud prevention agencies will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance or employment in future. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found by contacting [dataprotectionofficer@gov.wales](mailto:dataprotectionofficer@gov.wales).

## Security and storage

The Welsh Government follows strict security procedures in the storage and disclosure of information you have given to us. Under European Guidelines we are required to store your details for 10 years following the closure of ESF projects in 2023 i.e. until 2033. When we no longer need to retain your information we will ensure it is disposed of securely.

The computers and servers in which we store your personal information are kept in a secure environment.

Under the data legislation you have the right to:

- Access the personal data that we are processing about you.
- Rectify inaccuracies in that data.
- Object to or restrict processing (in certain circumstances).
- Request for your data to be 'erased' (in certain circumstances).
- Lodge a complaint with the Information Commissioner's Office (ICO).

The ICO can be contacted at:

**Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF**

Tel: **0303 123 1113 (UK Helpline)**  
**0330 414 6421 (Wales Helpline)**

Fax: **01625 524 510**  
Email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

## How to contact us

For further details about the information the Welsh Government holds about you and its use, or if you want to exercise your rights under the GDPR, please contact [reactenquiries@gov.wales](mailto:reactenquiries@gov.wales).

You can also contact [dataprotectionofficer@gov.wales](mailto:dataprotectionofficer@gov.wales) if you have a concern about how your personal information is being processed or you can contact the Information Commissioner's Office (ICO).