

Functional (*Base layer*)

This is the core of the app, containing the minimum set of features that solve the main user need which is learning Dutch.

Includes:

- Word, sentence, and pronunciation modules
- Visual-based interaction for illiterate users
- Language selection (from native language to Dutch)
- Level selection (basic levels to structure learning)
- AI integration for language support (e.g., Ollama AI)

Goal: Refugees can start learning Dutch independently.

Reliable (*Middle layer*)

This ensures the app is stable, dependable, and behaves as expected in daily use.

Includes:

- App starts and runs without crashing
- Lessons load quickly and completely
- User progress is saved (e.g., locally or via anonymous user ID)
- Basic error handling (e.g., fallback if AI doesn't respond)

Goal: Users trust the app and don't get frustrated due to bugs or instability.

Usable (*Top layer*)

This layer focuses on user experience and design, so even those unfamiliar with apps can use it comfortably.

Includes:

- Simple, visual navigation (no reading required)
- Friendly mascot for guidance and encouragement
- Clear icons for actions (e.g., play, next, repeat)
- Minimal clicks to access lessons

Goal: Refugees of all literacy levels can navigate and enjoy the learning experience without help.