Team 3 - Solution Explanatory Document
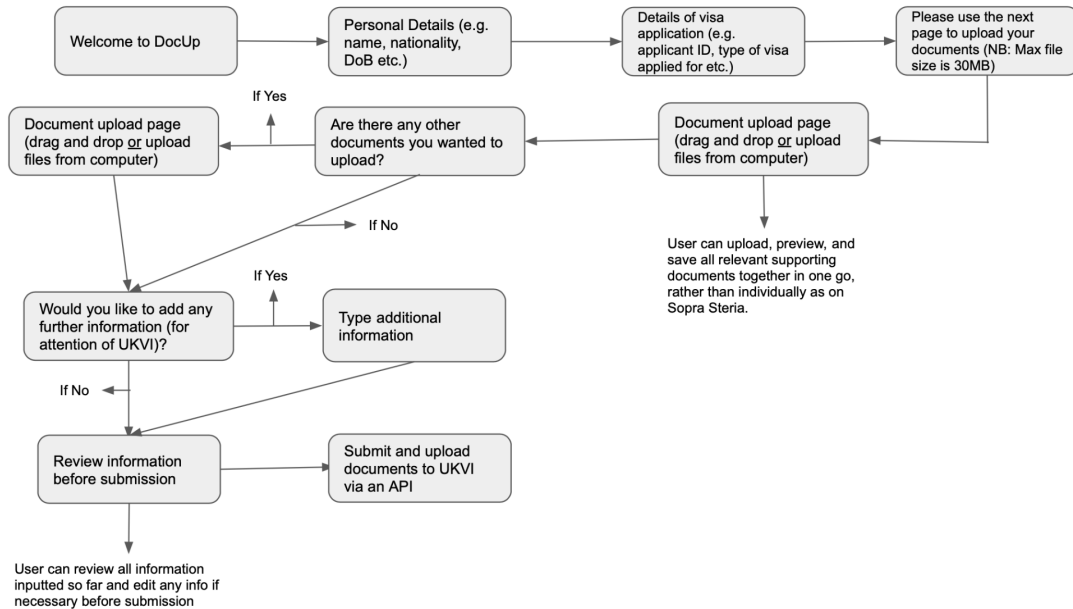
What is the problem?
Currently it is time consuming for refugees, and lawyers acting on their behalf to upload all relevant supporting documents onto the UKVCAS system, for their visa application to be processed. Sopra Steria's system, which is used by UKVI, requires users to upload document files of a specific type separately and the maximum upload size per document is 6MB. This is inefficient as there are often hundreds of documents to be uploaded, and many refugees are not tech savvy - they may not know how to convert file types or reduce large file sizes below 6MB for upload. Such difficulties can exacerbate frustrations for Ukrainian refugees as they seek asylum and safety from the war.

NB: Our solution below can be deployed and used by all asylum seekers and UK visa applicants in the future.

What is our solution?
An alternative software program to the current Sopra Steria system which will enable refugees/lawyers to group and upload all relevant supporting documents to the UKVI database for visa application processing and approval. Our software would also increase the size limit per document file from 6MB to approx. 30MB as a minimum. The software can be developed via a Bryter module which would then be interfaced with the UKVCAS database via an API on the UKVCAS website. Thus enabling refugees, and other visa applicants, to utilise our system to upload documents on the UKVCAS website rather than Sopra Steria.

How would we build our solution? (PHASE ONE)

PHASE TWO: Raising awareness of current system's flaw and campaign for new system adoption
1) Develop a comparison video demoing the Government's current system (Sopra Steria) vs our system:
    (a)   Try to upload multiple documents - not working;
    (b)   Try to upload files of more than 6MB - not working;
    (c)   Compared to our Bryter model.

2) Collect and share quantitative data via surveys from users (e.g. how long it takes for refugees to upload docs using Sopra Steria).

3) Social media and news campaigns to pressure the government, and reach out to lawyers/NGOs/charities to demo our system and convince them to advocate for the Government to adopt our system on UKVCAS.

We aim for the government to adopt our software as the default system for refugees and other visa applicants to upload their supporting documents via UKVCAS. Accessibility will be ensured for all persons e.g. software can be translated and viewed in different languages, and font size can be changed for people that are visually impaired.