



Equip EQF level 5 trainings for managers in the transport sector with inclusive teaching methods, tools and training material to ensure online and distance teaching and learning, continuous learner monitoring and the evaluation of learning outcomes

TEACHER'S GUIDE (English)

Seal the Deal

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This guide is aimed at teachers/trainers who will be running an e-ManTRA “Seal the Deal” Game session.

About the game

In order to play the escape game “Seal the Deal”, student will need a computer, tablet or a smart phone with internet browser and Internet access.

Note: We recommend using a PC, laptop or tablet with large screens for a better user experience. All main browsers like Edge, Chrome, Firefox and Safari running the latest updates are supported. Note: Internet Explorer (IE) is NOT supported.

The escape game “Seal the Deal”, is a single player quest designed with a time self-explanatory storyline and does not need any teacher interaction during gameplay. The game takes maximum 60 minutes to play. Game is available in the following languages: English, French, Finnish, Swedish, Romanian and Spanish.



Preparations

As a teacher, you’ll need to do some preparations before students starts to play:

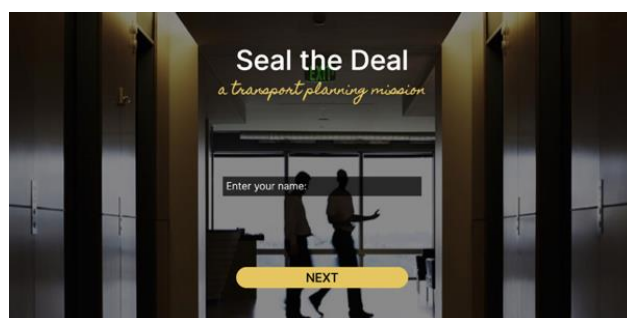
- Read this document
- Play the game and learn how to solve all missions.
- Go through the game content summary (In the appendix you’ll find all the questions and answers used in the game.)
- Inform the students on the knowledge areas they need to complete the game
- Ask students to use a pen, paper and a calculator when playing.
- Ask students to save the PDF results page at the end of the game.

Communicating with the students

Before the students start the game, they need some simple guidelines. You can do this in a group, or you can use the “Student’s guide” document provided. (It is recommended that all students start the game simultaneously, so that you can help them if any questions arise.) Once the students are ready, they can enter the game webpage: <https://sealthedeal.stageit.se/>

They start the game by entering their name. (Note: Player’s name is not stored on any server, and is only used to identify the student on the PDF game report)

The game must be carried out in one session: when the game starts, it’s impossible to stop the timer. If the game is interrupted for some reason, and needs a restart, the game automatically restarts from the beginning of the current mission.



Game mission:

You work as a transport operator, and you have a stressful start to your day. The game starts with a phone call from your boss, in which he gives you instructions. Then you will meet a customer and get important information about her job request: you will have to find the most suitable transport solution that will meet her tender.



Be sure to take notes and listen to both your boss's instructions and, most importantly, the client's wishes and requirements.

To be successful, your main objective is to make the necessary calculations to compare the different transport options, based on all the information provided. Therefore, you will have to be attentive, use your knowledge and everything you have learned in your respective studies as well as the contextual data provided.

The goal of the game is to go through 3 different activities in order to build your case (and answer the customer's need), answer the questions and present a correct proposal to the customer so that your boss and your customer are satisfied. If you fail to complete the mission in time or if you provide the client with incorrect information and/or a faulty proposal, you lose the game.

Different in-game actions to perform:

- Choose suitable answers and questions to the customer while keeping notes of important details,
- Answer multiple choice questions correctly to unlock four different transportation routing options,
- Evaluate the different elements of the transportation providers, analyzing them and deciding whether or not they are useful in making your cost calculations,
- Select and store important information in your inventory section to search for information when needed,
- Perform calculations for the four transportation options by choosing the right options and completing the economic data using formulas and the information you have collected in the game.
- Calculate the CO₂ emissions for the transports.
- Select the best offer for the customer and get feedback on your work.

Conclusion of the escape game

This educational escape game has been designed to allow for different endings depending on the student's choices, from selecting the best offer (among the 4 possibilities) presented to the client, to the accuracy of the total cost and carbon emission calculations. Consequently, the different possible endings correspond to the client reaction below.

There are:

- Three different ending versions from Mrs Shipper,
- Four different ending versions from the manager.

Client Reactions:

- Player sending correct offer on their first attempt – **Mrs Shipper is very happy – offer accepted!**
- Player sending correct offer on second attempt– **Mrs Shipper is happy but give you feedbacks, still, offer accepted!**
- Player sending wrong offers on both attempts– **Mrs Shipper is not happy, offer not accepted (Mission fail!)**

Manager reactions:

- Player sending correct offer and has calculated 100% correct – **The manager is very happy:**
“Hey, I want to congratulate you for the work you have done! You have met my expectations, as well as those of the client! This is a successful mission! Both calculations and choice of offer was perfect! Well done! Let’s talk more when I’m back in the office. Let’s celebrate tomorrow! Have a nice evening. Bye!”
- Player sending correct offer but has made miscalculations – **The manager gives feedback on calculations:**
“Hey, I heard that Mrs Shipper was happy with the offer you sent to her! Good job! But unfortunately, the calculations were not 100% correct. You need some more practice on this. Let’s talk more when I get back. Have a nice evening. Bye!”
- Player has made calculations correct but did not send a correct offer –**The managers gives feedback on Mrs Shippers needs and demands:**
“Hey, the calculations you made were perfect, well done! You did all the calculations correct... but.... Mrs shipper did not get the services that she asked for... You need to practice more on listening to the customer’s needs, and maybe become better on taking notes. We will work on this together! Let’s talk more when I get back. Have a nice evening. Bye!”
- Player is not sending correct offers and has made calculations incorrect – **The manager is not happy:**
“Hey, unfortunately neither the calculations nor the offers that you sent were correct. I heard from Mrs Shipper that she was very disappointed in our work. We didn’t manage to Seal the Deal with her. I’m sorry, I should have supported you better. This is a loss for both of us. But we need to make the best out of this situation and learn from this, so that we can be better next time. Let’s talk more when I get back. Have a nice evening. Bye!”

As you can see, the reactions of the client (Mrs Shipper), but also of the manager, will be different depending on the students' results. By giving you an overview of their final reactions, you will be able to explain to the students whether their results are optimal or not. Do not hesitate to discuss with them the final report they have received.

Please also take into account another possible ending alternative: the one where the student does not finish the escape game in time, and therefore cannot make a final proposal to the client. In this case, this is the scenario that should be triggered: the game will stop with an end message referring to the time limit.

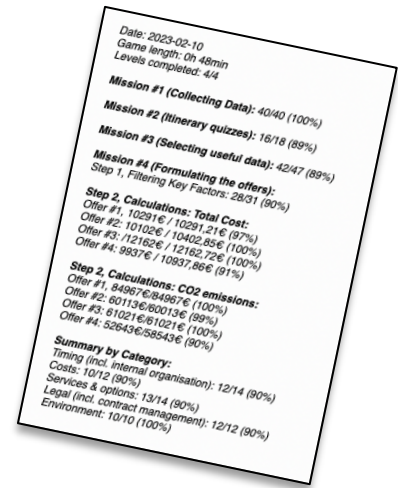
In addition to this guide, we are providing you with a set of expected solutions for each step of the game (4 missions) to help debrief the students. However, we recommend that you do not share this document, to avoid it circulating and penalizing any other student who would like to play the scenario.

After the game / Game report

When the student finishes the game, a statistics report of the game can be saved to a local drive. The report can be evaluated by you and discussed with the student in a de-briefing.

The report will provide you the following data:

- A percentage of correct answers in each mission.
- Summary of students "total cost" calculations.
- Summary of students "CO2 emissions" calculations.
- And a Summary by Category, indicating percentage of correct answers within different areas: Timing, Costs, Services and Options, Legal and Environment.



Troubleshooting

- If the game does not work as intended, make sure that the student uses one of the most common internet browsers like Edge, Chrome, Firefox and Safari with the latest updates. (Note: Internet Explorer IE, is NOT supported)
- Course complete will be sent when the student has sent the correct offer. On first or second attempt.
- Position memory is saved and has a lifespan on two hours.
- If you lose connection, just go back to the game within two hours and click "next". The game will automatically send you to your previous location.
- Your data already collected is saved in inventory.
- New position is saved in every new mission.

For questions regarding game contents and game-related questions, contact: solene.rosiau@aft-dev.com

For technical support, contact: seal_deal_support@stageit.se