



Project number: 2023-1-FI01-KA220-VET-000154135

Module 4 – Serious Games in VET

Hands-on Activity



Ecological Thinking!

Think before printing, if it is necessary. In case something needs to be printed, it is worth thinking about where to print it (e.g., local print shop, ecofriendly online print shop, etc.), on what kind of paper (e.g., recycled paper, grass paper, other alternatives to usual white paper) and with what kind of colors.

Let's protect our environment!





Hands-on Activity

Module 4

Hands-on activity: Roleplaying in a virtual environment

TITLE	Roleplay exercise with the Engage platform
DESCRIPTION	Students will be playing out a roleplay case within a virtual environment. By playing it out virtually, the environment will match the roleplay situation. Optional objects to interact with can be added to enhance immersion. It will decrease the perceived awkwardness of a roleplay with a fellow student by abstracting them to a digital avatar. This means players are less worried about their attitudes to their fellow students, and have more room to focus on the quality of the roleplaying itself. Please follow these steps for a virtual roleplay exercise. A more detailed explanation of these steps can be found in our extensive step guide 1. Download and create an account for every student on the Engage platform 2. Give students a roleplaying exercise/case to act out in the engage platform 3. Create a room where students can join 4. (optional) show the engage room to the class via a projector 5. Let the students play out their roleplaying exercise 6. Give feedback on the exercise via the check-list
Appendix	Appendix 1: Checklist feedback roleplay Appendix 2: Extensive step guide Appendix 3: Roleplaying exercise example



Appendix 1: Template checklist feedback roleplay

This is an example template that can be used for giving feedback to the players. Depending on the case that is practised, this checklist might need a few adjustments to give the proper feedback for your educational purposes.

	None	Average	Good	Extra notes
Overall manners and attitude of the customer and salesperson				
Listens				
Has a peaceful attitude				
Uses understandable language				
Uses body language effectively (VR only)				
Exploration and defining the problem of the customer				
Makes contact with the customer				
Engages customer in a fitting manner				
Asks open questions				
Asks targeted questions				
Summarises answers				
Can summarise the customer's problem				



Appendix 2: Extensive Step guide

1. Download and create an account for every student on the [Engage](#) platform

Engage is a platform where you can play in a virtual room with other people. This platform can be played on pc/laptop or VR glasses. Although VR glasses provide the best roleplaying experience, a laptop/pc can also be used if VR glasses are unavailable. These options also provide a way for students that can't use VR glasses for whatever reason to still participate in the exercise.

Engage can be used for free, but some features are hidden behind a paid licence. The paid licence gives more control over what players can see and do. It also gives more options to record sessions and building more elaborate rooms.

For occasional use, the free version is sufficient to provide insights whether this platform will be of use to your educational needs. It has enough features to get you started playing virtual roleplaying exercises.

You can download Engage for pc [here](#) or download it from your app store on a VR device

2. Give students a roleplaying exercise/case to act out in the engage platform

Depending on what course you give, you may want to create your own exercises. In Appendix 3 you can find an example case. In appendix 4 you will find a template to fill in yourself to create a roleplaying exercise that fits your course. Discuss the roles with your students and discuss them the feedback form ([appendix 1](#)). In this way, the students know on what parts they'll be evaluated on.

3. Create a room where students can join

Open up Engage, log in and start a session for the students to join. It might be fun and engaging to add objects to the room that

For more information about how the engage platform works, look at the tutorials section of Engage [here](#).

4. (Optional) show the engage room to the class via a projector

By showing your pc/VR screen on a projector screen for the class to see, they can analyse the roleplaying and give feedback accordingly.

5. Let the students play out their roleplaying exercise



Students play out their roleplay in the virtual room. There are ways to record the avatar's movements and speech. In the free version, students can only record their own avatar. In the paid version, you as a teacher can decide to record everyone at once to be viewed back later.

6. Give feedback on the exercise

After the roleplay exercise is finished, use the feedback form ([appendix 1](#)) to give feedback to the students. Discuss the roleplay. How did it go? What would they have done differently? What worked well?



Appendix 3: Roleplaying Exercise example

Role 1:

Describe the situation according to the customer/patient/client. IE:

You are a customer who has ordered a part for your car in a garage. However, this part hasn't been received yet after 2 weeks. You now go to the garage and demand a refund.

Role 2:

Describe the situation according to the sales representative/doctor/helper etc. IE:

You are a sales representative in a garage. Due to a strike parcels are late. Your policy on late parcels is that you can offer discounts of up to 10% for the late parcels.