

# SAFE CRISIS MANAGEMENT (SCM) TRAINING PRACTICE TEST (SAMPLE)

## STUDY GUIDE



## SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

## 1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

## 2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

## 3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

## 4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

## 5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

## 6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

## Questions

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**1. Carry over behavior is defined as which?**

- A. a behavior that occurs when reminded of past trauma.
- B. a behavior that is generated from within the program.
- C. a behavior that is only expressed in group settings.
- D. a behavior that is brought in from outside the program.

**2. Which statement best characterizes an SCM crisis?**

- A. Prioritize safety, minimize exposure to hazards, and provide clear directions.
- B. Ignore hazards to save time
- C. Isolate everyone without instruction
- D. Focus only on protecting assets

**3. Which term describes a behavior that occurs when reminded of a past trauma?**

- A. Carry over
- B. Normal development
- C. Carry in behavior
- D. Tune in behavior

**4. What should be done to avoid contaminating the scene when preserving evidence?**

- A. Move all items to a different room
- B. Let anyone touch items
- C. Secure the scene, limit access, document entry points, and avoid contamination.
- D. Take photos without note

**5. What is the correct sequence of the Behavior Cycle?**

- A. Stimulus -> thoughts -> feelings -> actions -> consequences
- B. Stimulus -> feelings -> thoughts -> actions -> consequences
- C. Stimulus -> thoughts -> actions -> feelings -> consequences
- D. Stimulus -> thoughts -> feelings -> consequences -> actions

**6. Which sequence correctly describes the Praise Sandwich approach?**

- A. Identify non-desired behavior, praise acceptable behavior, clearly state the expectations, and thank them.
- B. Praise acceptable behavior, clearly state expected behavior, identify non-desired behavior, and thank them.
- C. Clearly state expected behavior, praise acceptable behavior, identify non-desired behavior, and repeat.
- D. Praise acceptable behavior, identify non-desired behavior, clearly state expected behavior, ask them to repeat the expectations, and immediately thank them and praise them.

**7. A touch prompt involves**

- A. Physical contact to indicate concern or provide reassurance
- B. Eye contact only
- C. Verbal instruction from a distance
- D. Directing attention to an environment

**8. Tune in behavior is defined as which?**

- A. a behavior that neutral and not related to trauma.
- B. behavior occurs when an individual is reminded of a past trauma.
- C. a behavior that is brought in from outside the program.
- D. a behavior generated from within the program.

**9. How does SCM approach crowd management during a crisis?**

- A. Prioritize safety, minimize contact with hazards, and direct movement with clear instructions.
- B. Use social media to broadcast all instructions in real time
- C. Evacuate all individuals immediately without guidance
- D. Focus solely on security perimeter with no crowd movement

**10. How should information about a crisis be shared with families?**

- A. Through public social media channels only
- B. Through official channels, with accuracy, empathy, and privacy considerations
- C. Only through private messages to individuals
- D. With no consideration for privacy

## **Answers**

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1. B
2. A
3. D
4. C
5. A
6. D
7. A
8. B
9. B
10. B

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## **Explanations**

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## 1. Carry over behavior is defined as which?

- A. a behavior that occurs when reminded of past trauma.
- B. a behavior that is generated from within the program.**
- C. a behavior that is only expressed in group settings.
- D. a behavior that is brought in from outside the program.

*Carry over behavior means patterns of response that come from the training itself and are carried into real-life situations outside the program. It's about internalizing the skills and approaches taught, so you naturally apply them when needed, even beyond the classroom. That's why this option is best: it describes behavior generated from within the program—learned, reinforced, and used in real settings. It's not about reactions triggered by reminders of past trauma, which are external triggers rather than learned program responses. It isn't limited to group settings, since carry-over can occur in any context where the trained skills are applied. And it isn't something brought in from outside the program; external influences or preexisting habits aren't the learned carry-over from the program itself.*

## 2. Which statement best characterizes an SCM crisis?

- A. Prioritize safety, minimize exposure to hazards, and provide clear directions.**
- B. Ignore hazards to save time
- C. Isolate everyone without instruction
- D. Focus only on protecting assets

*In a Safe Crisis Management crisis, protecting people takes priority: minimize exposure to hazards and give clear, actionable directions. This focus on safety and clear guidance is exactly what the statement conveys, making it the best characterization of a crisis response in SCM. By prioritizing safety, responders reduce harm and keep everyone informed about what to do next, which is essential in chaotic situations. The other approaches miss the core purpose of SCM during a crisis: ignoring hazards puts people at risk; isolating everyone without instruction removes needed guidance and can create panic; focusing only on protecting assets neglects the human safety and orderly actions that are central to effective crisis management.*

## 3. Which term describes a behavior that occurs when reminded of a past trauma?

- A. Carry over
- B. Normal development
- C. Carry in behavior
- D. Tune in behavior**

*When a person is reminded of a past trauma, their nervous system can react to that reminder and produce a specific, cue-driven behavior. This is described as tune in behavior—the individual “tunes in” to the trauma cue and responds in a way tied to that memory, such as sudden agitation, withdrawal, or aggression. Recognizing this helps responders respond with trauma-informed care: stay calm, validate feelings, reduce triggers, and offer choices or space, instead of labeling the behavior as just willful misbehavior. Other terms don't fit because they describe different patterns. Carry over implies a behavior lingering across situations without a specific trigger, normal development is a broad reference to typical growth patterns, and carry in behavior suggests inward, non-cue-driven patterns. The tune in description specifically captures the reaction to a trauma reminder.*

#### 4. What should be done to avoid contaminating the scene when preserving evidence?

- A. Move all items to a different room
- B. Let anyone touch items
- C. Secure the scene, limit access, document entry points, and avoid contamination.**
- D. Take photos without note

*Preserving evidence relies on keeping the scene as controlled and untouched as possible to maintain its integrity. Start by securing the scene: establish a clear boundary and designate a responsible person to supervise, ensuring the area isn't disturbed unnecessarily. Then limit access: allow only trained personnel who are essential to the investigation, and use a sign-in or access log so you know who entered and when. This helps prevent accidental contamination and maintains the sequence of events. Document entry points: identify and record every door, window, or point of access and note who used them and when. This creates a traceable path that can be analyzed later and helps determine how contamination could have occurred or how evidence could have moved. Avoid contamination: wear appropriate PPE, minimize handling of items, and, when handling is necessary, use gloves or tools and keep items in their original positions as much as possible to preserve context. Why this approach works best is that it preserves both the physical state and the contextual information of the scene, which are crucial for reliable analysis and reconstruction. Moving items to another room can destroy context and introduce new contamination; letting anyone touch items increases contamination risk; taking photos without notes fails to capture critical context and the chain-of-custody details needed for later verification.*

#### 5. What is the correct sequence of the Behavior Cycle?

- A. Stimulus -> thoughts -> feelings -> actions -> consequences**
- B. Stimulus -> feelings -> thoughts -> actions -> consequences
- C. Stimulus -> thoughts -> actions -> feelings -> consequences
- D. Stimulus -> thoughts -> feelings -> consequences -> actions

*The sequence follows how a person processes an event: a stimulus is perceived, thoughts about what's happening come next and shape the emotional response, those thoughts and feelings guide the actions the person chooses, and the resulting actions produce consequences that can reinforce or alter future responses. In crisis practice, this order matters because it shows where to intervene to prevent escalation—by addressing the thoughts or feelings before behavior occurs. That's why this order fits best: thinking comes before acting, feelings are anchored to those thoughts, actions follow from both, and consequences come after the action. If feelings happened before thoughts, you'd have an immediate emotional reaction without cognitive processing. If consequences occurred before actions, you'd be describing outcomes that haven't happened yet. This sequencing helps you anticipate responses and apply the right de escalation strategies at the right moment.*

## 6. Which sequence correctly describes the Praise Sandwich approach?

- A. Identify non-desired behavior, praise acceptable behavior, clearly state the expectations, and thank them.
- B. Praise acceptable behavior, clearly state expected behavior, identify non-desired behavior, and thank them.
- C. Clearly state expected behavior, praise acceptable behavior, identify non-desired behavior, and repeat.
- D. Praise acceptable behavior, identify non-desired behavior, clearly state expected behavior, ask them to repeat the expectations, and immediately thank them and praise them.**

*The Praise Sandwich approach works by supporting learning and behavior change through positive reinforcement, clear guidance, and a closing reinforcement. It starts with recognizing and praising what the person is doing well, then calmly identifies the behavior that needs to change, followed by a precise statement of the expected behavior. To ensure understanding, the learner is asked to repeat the expectations, and the interaction ends with immediate thanks and praise to reinforce the desired behavior. This sequence fits because it maintains rapport, reduces defensiveness, and strengthens comprehension through repetition, then leaves the person with positive reinforcement. The other options shift or omit parts of this structure—starting with the issue without praise, skipping the repetition to check understanding, or ending without a reinforcing compliment—so they don't provide the same balanced, constructive feedback that the Praise Sandwich aims for.*

## 7. A touch prompt involves

- A. Physical contact to indicate concern or provide reassurance**
- B. Eye contact only
- C. Verbal instruction from a distance
- D. Directing attention to an environment

*Touch prompting uses physical contact to indicate concern or provide reassurance and to prompt a desired response. It's used when it is safe, appropriate, and necessary, and only the minimum amount of contact is used to help the person feel supported and to de-escalate the situation. This makes it distinct from other prompts that rely on non-tactile cues. Eye contact alone signals attention or connection but does not involve touch, so it isn't a touch prompt. Verbal instruction from a distance relies on spoken language rather than touch. Directing attention to an environment guides focus without any physical contact.*

## 8. Tune in behavior is defined as which?

- A. a behavior that neutral and not related to trauma.
- B. behavior occurs when an individual is reminded of a past trauma.**
- C. a behavior that is brought in from outside the program.
- D. a behavior generated from within the program.

*Tune in behavior occurs when a person's actions are triggered by reminders of a past trauma. In crisis situations, memories or cues from previous harm can surface, causing the individual to react in ways tied to that trauma rather than to the present moment alone. Recognizing this helps responders respond with calm, validation, and space, which can prevent escalation and support safety. This kind of behavior is not simply neutral or unrelated to trauma, nor is it something that's created by or brought in from the program; it's a reaction rooted in the person's prior experiences.*

## 9. How does SCM approach crowd management during a crisis?

- A. Prioritize safety, minimize contact with hazards, and direct movement with clear instructions.
- B. Use social media to broadcast all instructions in real time**
- C. Evacuate all individuals immediately without guidance
- D. Focus solely on security perimeter with no crowd movement

*In SCM, crowd management during a crisis centers on moving people safely and efficiently away from danger by putting safety first, minimizing contact with hazards, and directing movement with clear, unambiguous instructions. This means designating good routes, using trained staff or guides to steer people toward safe exits or assembly points, and communicating commands in simple terms so everyone can act quickly without causing confusion or panic. Clear guidance and visible direction help prevent bottlenecks, maintain order, and keep responders free to address the evolving situation. Real-time updates are valuable, but relying on social media alone isn't reliable for everyone—not all individuals may have access, messages can lag or be misinterpreted, and information can spread unevenly. The strongest SCM practice uses multiple, official channels on the ground—loudspeakers, signage, staff directions, alarms, and coordinated communications with authorities—so the message is consistent and immediate. Social media can supplement these channels, extending reach where possible, but it shouldn't replace on-site instruction and direct guidance.*

## 10. How should information about a crisis be shared with families?

- A. Through public social media channels only
- B. Through official channels, with accuracy, empathy, and privacy considerations**
- C. Only through private messages to individuals
- D. With no consideration for privacy

*Sharing crisis information with families should be handled through official channels with care for accuracy, empathy, and privacy. Using official channels ensures everyone gets the same verified information and knows where to go for updates, which helps prevent rumors and confusion. Accuracy matters because families need clear, correct guidance about safety actions and what to expect next. Empathy shows that the information comes from people who understand their fear and concern, which helps maintain trust during a stressful time. Privacy considerations protect confidential details about individuals and families, avoid unnecessary disclosure, and ensure information is shared only as needed to support safety. A coordinated approach might involve a designated family liaison, a hotline, and updates on the official website or rapid communications system, with facts checked before release and updated as the situation evolves. Other options fall short because relying only on public social media can spread misinformation and lacks controlled privacy and messaging; private messages to individuals alone miss many families and can lead to inconsistent information; and sharing information with no privacy consideration risks harm and potential legal issues.*

## Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).

Or visit your dedicated course page for more study tools and resources:

<https://scmtraining.examzify.com>

We wish you the very best on your exam journey. You've got this!

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