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**Agency\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**SACAT Test 2018v1**

1. The SACAT Training Program was developed to provide the recovery industry with a uniform training program dedicated to making the repossession process safer for consumers and recovery agents.

T F

2. The SEE skill set allows a person to have a better understanding of their environment and increases the safety factor for all involved.

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3. SEE stands for Simplify, Energize and Earn more money by locating and recovering more automobiles and boats.

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4. One of the major skills a Recovery Agent should master is FOCUS, focus on what is currently happening and focus on what belong and does not belong.

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5. Recovery Agents should develop an attitude which is proactive and avoid distractors such as cell phones.

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6. The environment a Recovery Agent is in has no bearing on their need or level of awareness and will not be a critical factor in their safety.

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7. A professional recovery Agent is constantly assessing and reassessing their situation as things are constantly changing.

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8. There are no pre incident indicators that might indicate to a Recovery Agent that there is the potential for violence.

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9. Pre Incident indicators may be classified into two groups, OBVIOUS such as getting loud and threatening and SUBTLE such as rapid eye movement and tearing up.

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10. Survivor Signals are things that alert you of imminent danger such as suspicion, fear and gut feelings while working an assignment.

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11. Escape and Evade is a military term and has absolutely no place in a Recovery Agent’s skill set or need to know.

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12. A Recovery Specialist should always have an exit strategy in the scenario where a consumer or third party becomes violent.

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13. It is a very good idea for the recovery Agent to look at a map prior to working an assignment to gain knowledge of how to safely exit the area of confrontation.

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14. Although bad things may possibly happen during a confrontation with a consumer or third party the Recovery Specialist has no need to prepare for them.

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15. A Recovery Agent should formulate contingency plans for all situations which might arise during a recovery attempt.

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16. It is a true statement that “In the end you can’t do much if you do not see it coming”

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17. The knowledge of the “USE OF FORCE CONTINUUM” is of great value to a professional Recovery Agent.

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18. The “Ladder of Force” has four levels and each level has its own indicators and appropriate responses.

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19. A confident demeanor and knowing how to execute a tactical retreat are very important steps at Level 1 on the Ladder of Force.

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20. The indicators at Level One are, in most cases, VISUAL, and you will sense danger based on what you see.

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21. The indicators at Level Two are usually VERBAL and the situation can heat up very quickly if the Recovery Agent is not skilled in VERBAL DEFLECTION.

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22. Verbal Deflection is where a Recovery Agent yells and screams at the consumer in a very threatening voice to bring the situation under control.

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23. Harsh words and comments from a consumer may be a very good indicator that the situation may escalate into a physical confrontation.

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24. A Recovery Agent should make every effort to “talk the consumer down” and de-escalate a situation where physical confrontation is a likelihood.

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25. Level Three of the Ladder of Force is where there is actually a touching of one person by another and may range from a simple push or touch to an actual punch being thrown.

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26. If a consumer pushes a Recovery Agent the agent has every right to knock the consumer to the ground and stomp on them.

T F

27. At Level Three there it is a very probable assumption that someone is going to be physically injured but the injuries would not be life threatening.

T F

28. There are no definite rules regarding self-defense and judges and juries usually look at the simple rule, what would a reasonable person do under the same situation.

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29. At Level Four on the Ladder of Force there is the high probability that someone will receive severe bodily injury which might result in death.

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30. In any case where a person defends themselves with deadly force they must fear for their life or the life of another.

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31. At Level 1 the Recovery Agent has many options but by the time the incident has reached Level 4 there are very few options available.

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32. A Recovery Specialist may encounter varying degrees of anger from consumers or third parties on every assignment they work.

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33. The Recovery Agent has no need to recognize the different levels of anger and is a very unnecessary skill set.

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34. There are four recognized basic levels of anger and each level has its own recognition signs and responses.

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35. The four major types of anger are WRATH, HATE, VENGEANCE and last but not least MEANANCE toward all other people.

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35. In a scenario where a consumer is displaying WRATH they may be verbally polite but can snipe at you or your client and can try to cause trouble.

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36. There are numerous levels of INDIGNATION which may range from nonverbal and nonphysical to verbal and physical.

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37. The anger level defined as RAGE is usually short lived but can result in not only yelling and screaming but also violent physical contact.

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38. When a person is experiencing RAGE is does no good to try and reason with them as they are usually unaware of what you are saying very violent.

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39. Recovery Agents should be very wary of a consumer who exhibits FURY as this level of anger may be the very most dangerous.

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40. RAGE may be very hard to recognize, and the persons action are usually pre-planned and rehearsed, often bordering on madness.

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41. Confrontations between the Recovery Agent and the consumer or any third party should be avoided if at all possible.

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42. Family members and friends will never get involved in a confrontation once they know who the Recovery Agent represents and is only there to recover a vehicle.

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43. Many times the recovery attempt and confrontation is a result of the consumer being embarrassed and not knowing what to do given the circumstances.

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44. When speaking to the consumer the Recovery Agent should always start conversations with “YOU” and refrain from using “I”

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45. In most confrontations it is recommended the Recovery Agent criticize, scold and disrespect the consumer to put them in their place.

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46. The professional Recovery Agent should be aware of “BODY SPACE PARAMETERS” and the danger involved with each zone.

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47. The preferred distance a Recovery Agent should maintain with a consumer or any third party would be known as the “SOCIAL” zone consisting of 4 foot plus.

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48. A Recovery Agent should always remember that in most situations they have a “DUTY TO RETREAT” and this equates to “RUN FORREST RUN”.

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49. Many Recovery Agents carry tools or items which might be utilized as “DEFENSIVE WEAPONS” such as note books, keys, pepper spray and wear Kevlar vests and gloves for protection.

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50. Documentation is a very important factor in any confrontational situation and the circumstances should be put in writing as soon as is possible.

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**BONUS QUESTIONS**

51. If it isn’t documented it didn’t happen.

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52. There should be a standard “Confrontation Form” developed for uniformity.

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53. SACAT is an acronym for “Situational Awareness and Confrontational Avoidance Techniques.

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