SOUTHEAST CREDIT UNION MANAGEMENT SCHOOL (SRCUS) YEAR 1 PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

https://srcusyear1.examzify.com

Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright 1

Table of Contents 2

Introduction 3

How to Use This Guide 4

Questions 5

Answers 8

Explanations 10

Next Steps 16

SAMPLE

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.

SAMPLE

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!

SAMPLE

Questions

SAMPLE

1. Which method measures member satisfaction beyond Net Promoter Score?

A. Surveys, service-level metrics, complaint-resolution performance, and member retention

B. Only Net Promoter Score

C. A single annual questionnaire

D. Annual financial statements

2. In the context of the talk, the relationship between beliefs about stress and measurable outcomes?

A. Beliefs about stress have no effect on outcomes.

B. Stress level alone determines outcomes.

C. The stress response is fixed and cannot be changed.

D. Beliefs about stress can influence how stress affects performance.

3. What age is our new audience?

A. 0-17

B. 18-24

C. 18-34

D. 35-50

4. Which statement about credit union governance is true?

A. The Cooperative Is Governed by External Investors

B. The Government Appoints the Board

C. Members Do Not Participate in Governance

D. Members Elect Representatives to Govern the Cooperative

5. Which approach complements Net Promoter Score for assessing member satisfaction?

A. Surveys, service-level metrics, complaint-resolution performance, and member retention

B. Only annual revenue growth

C. Employee satisfaction surveys only

D. Branch traffic counts only

SAMPLE

6. Explain why ethics and a code of conduct matter in credit union management.

A. They guide behavior, build trust, and support regulatory compliance and long-term sustainability

B. They are optional guidelines with no regulatory impact

C. They have no relation to governance or compliance

D. They should be updated only after scandals

7. Which statement best describes the board's role in risk governance?

A. Establish risk appetite

B. Set daily transaction limits

C. Approve member loans

D. Audit front-line operations

8. What are the two main types of negotiation?

A. Verbal and written

B. Coercive and collaborative

C. Mutual and one-sided

D. Position Based and Interest Based

9. Difference between a policy and a procedure?

A. A policy states the rule or principle; a procedure specifies the exact steps to implement it

B. A policy is a form of license

C. A policy outlines budgets

D. A procedure is the risk assessment

10. The term for the idea that audiences inherently want presentations to move forward is called?

A. The momentum principle

B. The preference for progressivity

C. The flow-forward concept

D. The audience anticipation theory

SAMPLE

Answers

SAMPLE

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

SAMPLE

Explanations

SAMPLE

1. Which method measures member satisfaction beyond Net Promoter Score?

A. Surveys, service-level metrics, complaint-resolution performance, and member retention

B. Only Net Promoter Score

C. A single annual questionnaire

D. Annual financial statements

Measuring member satisfaction requires a mix of signals that cover the whole member journey, not just a single metric. Net Promoter Score provides a snapshot of willingness to recommend, but it doesn't reveal why members feel that way, nor does it capture experiences like how quickly issues are handled or whether members remain with you over time. Including surveys allows you to gather direct feedback on various aspects of the experience. Service-level metrics track how quickly and accurately you respond and resolve requests. Complaint-resolution performance shows how effectively problems are addressed and what the organization does to prevent repeats. Member retention measures whether members stay with the credit union, reflecting ongoing satisfaction and loyalty. Together, these elements give a fuller, ongoing view of satisfaction beyond Net Promoter Score, which is why this option is the best choice. Relying solely on Net Promoter Score misses context and drivers; a single annual questionnaire lacks depth and timeliness; annual financial statements assess financial health, not satisfaction.

2. In the context of the talk, the relationship between beliefs about stress and measurable outcomes?

A. Beliefs about stress have no effect on outcomes.

B. Stress level alone determines outcomes.

C. The stress response is fixed and cannot be changed.

D. Beliefs about stress can influence how stress affects performance.

Beliefs shape how we interpret and respond to stress, and that interpretation can change the actual outcomes we see. If you think stress is dangerous, the arousal you feel can undermine performance, make thoughts scatter, and lead to poorer measurable results. If you view stress as a natural, helpful signal that you can use to rise to a challenge, that same level of arousal can sharpen focus, boost alertness, and improve performance, which shows up in measurable outcomes like accuracy, speed, and consistency. So the talk highlights that the mindset about stress directly influences how stress affects performance, producing different observable results even under the same stressors. The other options assume no effect, sole determination by stress level, or a fixed response, none of which align with how beliefs shape the stress response.

3. What age is our new audience?

A. 0-17

B. 18-24

C. 18-34

D. 35-50

The main idea here is identifying the age range that best represents our new audience. The 18-34 age range is the best fit because it includes late teens through early 30s, a group that tends to be highly active online and receptive to new products. This span covers both students and early-career individuals, offering broad reach while still sharing similar media habits and purchasing behavior. The other options don't fit as well. The youngest bracket (0-17) is generally excluded from broad campaigns for legal and practical reasons. The narrower 18-24 range misses many people in their mid-20s and early 30s who are also part of our target market. The older 35-50 range focuses on a different consumer segment with different priorities and media patterns, which can dilute the freshness and reach we're aiming for with a new audience.

SAMPLE

4. Which statement about credit union governance is true?

A. The Cooperative Is Governed by External Investors

B. The Government Appoints the Board

C. Members Do Not Participate in Governance

D. Members Elect Representatives to Govern the Cooperative

Credit unions are member-owned cooperatives, so governance is done by the people who own the credit union—the members themselves. The board of directors is elected by members to represent their interests, set policy, guide strategy, and oversee management. This means decisions about the direction of the credit union come from its members' votes and input, not from external investors or a government appointment. Members also participate through meetings and elections, making governance a participatory process. Therefore, the statement that members elect representatives to govern the cooperative is true.

5. Which approach complements Net Promoter Score for assessing member satisfaction?

A. Surveys, service-level metrics, complaint-resolution performance, and member retention

B. Only annual revenue growth

C. Employee satisfaction surveys only

D. Branch traffic counts only

Net Promoter Score gives a snapshot of member loyalty, but to truly understand satisfaction you need a mix of indicators that reveal experiences and their effects over time. The best approach combines direct member feedback with objective performance and outcome measures: surveys capture how members feel and why they feel that way; service-level metrics show how quickly and accurately you deliver services; complaint-resolution performance reveals how effectively issues are addressed and whether trust is being built or eroded; and member retention provides a real-world signal of ongoing loyalty. Together, these metrics triangulate why members feel the way they do and how experiences translate into continued engagement, making the NPS signal actionable. Annual revenue growth alone doesn't isolate member satisfaction and can be influenced by many external factors. Employee satisfaction surveys reflect staff experience, not members, so they don't directly indicate member sentiment. Branch traffic counts measure activity levels but don't reveal satisfaction or loyalty outcomes.

SAMPLE

6. Explain why ethics and a code of conduct matter in credit union management.

A. They guide behavior, build trust, and support regulatory compliance and long-term sustainability

B. They are optional guidelines with no regulatory impact

C. They have no relation to governance or compliance

D. They should be updated only after scandals

Ethics and a code of conduct matter because they establish a shared standard of behavior that guides decisions, actions, and relationships in credit union management. They help ensure choices are fair, transparent, and aligned with members' best interests, which builds trust with members, staff, and regulators. A clear code also supports regulatory compliance by documenting expectations around fiduciary duties, privacy, data security, disclosures, and conflict-of-interest management, making it easier to train employees, monitor behavior, and address violations. When people understand what's expected and know there are consequences for misconduct, it reduces the chance of improper actions and provides a clear path for remediation when issues arise. Over time, ethical practices lessen reputational and legal risk, strengthen governance, and support sustainable, member-focused operations. In short, ethics and a code of conduct are essential for responsible, trusted, and long-term successful credit union management.

7. Which statement best describes the board's role in risk governance?

A. Establish risk appetite

B. Set daily transaction limits

C. Approve member loans

D. Audit front-line operations

The key idea is that the board shapes how much risk the organization is willing to accept and sets the framework for managing it. Establishing risk appetite defines the boundaries for all risk-taking and guides how management identifies, measures, monitors, and reports risks. By approving the risk policy, governance structure, and oversight processes, the board ensures there are clear controls, adequate resources, and monitoring in place to keep risk within those boundaries and aligned with strategic goals. Operations like daily transaction limits and individual loan approvals are carried out by management and specific control functions within those established boundaries. Auditing front-line operations is the job of internal or external audit to provide independent assurance, not the board to perform day-to-day audits.

SAMPLE

8. What are the two main types of negotiation?

A. Verbal and written

B. Coercive and collaborative

C. Mutual and one-sided

D. Position Based and Interest Based

Two main ways people approach negotiation are about what you focus on: positions or interests. Position-based negotiation centers on the explicit demands or positions each side states and tries to win the largest share of a fixed resource, often leading to a win-lose mindset. Interest-based negotiation shifts the focus to underlying needs, goals, and concerns, seeking options that satisfy both sides and, if possible, create additional value through collaboration. Position Based and Interest Based capture that exact distinction, so they best describe the two primary framings of negotiation. The other pairings describe modes of communication (verbal vs. written), styles or tactics (coercive vs. collaborative), or outcomes (mutual vs. one-sided) rather than the fundamental way negotiators frame the problem. For example, interest-based approaches encourage exploring why each side wants something and generating options that meet those needs, rather than just bargaining over stated demands.

9. Difference between a policy and a procedure?

A. A policy states the rule or principle; a procedure specifies the exact steps to implement it

B. A policy is a form of license

C. A policy outlines budgets

D. A procedure is the risk assessment

In an organization, a policy states the rule or principle that guides actions, while a procedure lays out the exact steps needed to carry out that rule. A policy answers what must be done and why, at a high level, and stays relatively stable over time. A procedure translates that policy into concrete, repeatable actions—who does what, in what order, with which tools or forms, and often in what sequence or timing. For example, a security policy might require that all users protect confidential data and use multi-factor authentication. A password reset procedure would then detail the specific steps to verify identity, access the password reset interface, reset the password, and document the action. The other ideas—like a policy being a form of license, or a policy outlining budgets, or a procedure being the same as a risk assessment—don't capture this distinction. They mix different concepts: licenses, budgets, and risk assessments are separate kinds of documents or activities, whereas the policy-vs-procedure pair is about the rule itself versus the method for implementing that rule.

SAMPLE

10. The term for the idea that audiences inherently want presentations to move forward is called?

A. The momentum principle

B. The preference for progressivity

C. The flow-forward concept

D. The audience anticipation theory

The main idea being tested is the expectation that audiences want a presentation to unfold with forward motion toward a conclusion. The best term for this is the preference for progressivity because it directly captures the listener's natural desire for logical advancement—each point should lead to the next and build toward a clear end. In practice, you satisfy this preference by structuring your talk with a clear arc from introduction to conclusion, using transitions and signposts to show how ideas connect and advance. If a speech stalls or circles back without moving forward, attention and retention typically suffer. Other terms sound related—momentum principle emphasizes speed or energy, a flow-forward concept is less established, and audience anticipation theory focuses on predicting what comes next rather than the overall urge for forward movement—but none of these fit as precisely as progressivity in describing the audience's instinct to move through the material toward closure.

SAMPLE

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.

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

https://srcusyear1.examzify.com

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

SAMPLE