How do you determine the true cost of Staff & Teller training?

In order to determine the viability of various training alternatives, it’s important to understand the true cost of Teller training. The following formula accounts for the major expenses, and was developed using a series of bank models.

\[
\text{Average Cost Per Participant Per Day} = \frac{\text{ATSB} + \text{APSB} + \text{O/D}}{\text{ANWD}}
\]

ATSB = Annual Trainer Salary/Benefits/Travel
APSB = Annual Participant Salary & Benefits
O/D = Overhead, Depreciation, Other
ANWD = Annual Number of Working Days

Enter your figures in the yellow cells.

<table>
<thead>
<tr>
<th>Students</th>
<th>Days</th>
<th>ATSB</th>
<th>APSB</th>
<th>O/D</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>10</td>
<td>$1,600</td>
<td>$950</td>
<td>$200</td>
<td>$2,750</td>
</tr>
<tr>
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<td>10</td>
<td>$1,600</td>
<td>$4,750</td>
<td>$200</td>
<td>$6,550</td>
</tr>
<tr>
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<td>10</td>
<td>$1,600</td>
<td>$9,500</td>
<td>$200</td>
<td>$11,300</td>
</tr>
</tbody>
</table>

Of course, cost per student goes down with any increase in the number of participants, since the Trainer and Overhead and Depreciation (equipment) costs are fixed.

Depending upon the in-branch system used to mentor the Teller after training, the following additional factors need to be included:

- Cost of coaching
- Cost of mentoring
- Dual activities while in training
- Lower activity
- Remedial training
- Cost of errors