

## 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.

Average Cost Per Participant Per Day =	$\frac{\text{ATSB} + \text{APSB} + \text{O/D}}{\text{ANWD}}$
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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.*

Students - <b>1</b>	Days - <b>10</b>		
ATSB	\$ 1,600		
APSB	\$ 950		
O/D	\$ 200		
		\$ 2,750	\$ <b>2,750</b>

Annual:	Annual	1 Student, 1 Day
ATSB	\$ 32,000	\$ 160
APSB	\$ 19,000	\$ 95
O/D	\$ 4,000	\$ 20
		\$ 275
Work Days	200	

Students - <b>5</b>	Days - <b>10</b>		
ATSB	\$ 1,600		
APSB	\$ 4,750		
O/D	\$ 200		
		\$ 6,550	\$ <b>1,310</b>

*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.*

Students - <b>10</b>	Days - <b>10</b>		
ATSB	\$ 1,600		
APSB	\$ 9,500		
O/D	\$ 200		
		\$ 11,300	\$ <b>1,130</b>

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