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COURSE BROCHURE

Service Engagement Costing and Staff Utilisation Training Course

6 – 10 June 2027
Kuala Lumpur

jupiterprime.uk

info@jupiterprime.uk

Registered in the United Kingdom and Saudi Arabia

Service Engagement Costing and Staff Utilisation Training Course

Ref: 2483_94043 **Date:** 6 – 10 June 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Service Engagement Costing and Staff Utilisation is a 1-week training course for finance staff in consultancies, healthcare providers, agencies and other service organisations, and it ends with a service cost model for one practice or contract portfolio. Where people time is the main resource and no stock absorbs cost, margins depend on how hours, capacity and overhead are traced to clients. Jupiter Prime Training delivers this course.

Why Service Engagement Costing and Staff Utilisation Matters Now

Three pressures sharpen service costing today. Clients push for fixed fees and outcome-based contracts, so a firm carries the risk of every unplanned hour. Salary inflation and hybrid working change the true cost of a billable hour. Time-capture and practice software now record far more detail than most finance teams use. A firm that links hours to engagements prices bids with confidence and spots loss-making clients early; one that does not subsidises weak contracts with strong ones. The course rests on time-driven activity-based costing and capacity-based charge-out rates.

Who Gains Most from Service Engagement Costing and Staff Utilisation

- Those who set charge-out rates and cost per hour for fee-earning staff
- Those who track timesheets, write-offs and work in progress on client matters
- Those who prepare client, contract and practice margin reports
- Those who support bid pricing and fixed-fee estimates
- Those who forecast headcount capacity against the engagement pipeline

A practice finance unit that sends its management accountant, billing lead and resource planner together gains most.

Service Engagement Costing and Staff Utilisation Capabilities

Participants turn salary, overhead and recorded hours into a defensible cost for each engagement and client.

- Calculate a fully loaded cost per hour for each staff grade — charge-out rate setting
- Design utilisation and realisation measures that separate idle time from write-offs — practice leaders
- Apply time-driven activity-based costing to support functions — overhead recharges to client teams
- Build engagement budgets and track actual hours against them — partners and project owners
- Assess client and contract margin after discounts and unbilled effort — account renewal decisions
- Communicate capacity gaps and pricing risks in plain terms — the executive committee

Key Service Engagement Costing and Staff Utilisation Terms

- Utilisation rate — the share of available staff hours recorded on chargeable client work in a period.
- Realisation rate — the share of the standard value of recorded hours that is actually billed and collected.
- Fully loaded hourly cost — salary, benefits and an allocated share of overhead divided by productive hours.
- Charge-out rate — the hourly price set for a staff grade to recover cost and target margin.
- Engagement margin — fee income on one client assignment less the direct time and expenses consumed.
- Unused capacity — paid staff time not consumed by chargeable or planned internal activity.

Service Engagement Costing and Staff Utilisation Day by Day

Day 1: How Service Firms Consume Cost

- Service Cost Structure Without Stock — People, Premises and Systems Weight
- Chargeable Versus Non-Chargeable Time Categories — Timesheet Policy Design
- Engagement, Matter and Contract Coding — Cost Object Choice
- Direct Expense and Disbursement Tracking — Recovery From Clients
- Fee Models From Hourly to Fixed and Retainer — Risk Carried by the Firm

Day 2: Pricing an Hour of Staff Time

- Productive Hours Calculation by Grade — Realistic Capacity Baseline
- Fully Loaded Hourly Cost Build — Salary, Benefits and Overhead Share
- Charge-Out Rate Setting With Target Margin — Grade Rate Card
- Time-Driven Activity-Based Costing for Support Teams — Recharges to Practices
- Leverage Ratio of Senior to Junior Staff — Engagement Team Mix

Day 3: Utilisation, Realisation and Capacity

- Utilisation Dashboards by Person and Practice — Idle Time Visibility
- Realisation and Write-Off Analysis — Discounting Discipline
- Unbilled Work in Progress Ageing — Cash Conversion Pressure
- Unused Capacity Cost Reporting — Hiring and Redeployment Timing
- Pipeline-Based Capacity Forecast — Headcount Decisions for Next Quarter

Day 4: Engagement and Client Margin Decisions

- Engagement Budget and Estimate to Complete — Overrun Early Warning
- Fixed-Fee Bid Costing With Contingency — Bid or Decline Choice
- Client Margin Ranking After Service Cost — Account Renewal Terms
- Contract Profitability in Healthcare and Facilities Services — Scope Change Pricing
- Cost-to-Serve for Small Accounts — Minimum Fee Policy

Day 5: Practising the Service Cost Model

- Consultancy Case Rate Card Build — Applying Day 2
- Utilisation and Realisation Diagnosis on the Case — Applying Day 3
- Engagement Margin Review on the Case — Applying Day 4
- Margin Commentary for Practice Leaders — Communicating Results
- Completed Service Cost Model — Practice-Level Sign-Off

Applying Service Engagement Costing and Staff Utilisation After the Course

- Recalculate fully loaded hourly cost for every staff grade and compare it with the current charge-out rate card.
- Rank the top twenty clients by engagement margin after write-offs and raise the weakest three at the next pricing meeting.

Service Engagement Costing and Staff Utilisation Questions FAQ

What is service engagement costing and staff utilisation, and why does it matter now?

Service engagement costing and staff utilisation is the practice of tracing people time and overhead to each client assignment. It matters now because fixed-fee contracts and rising salary costs leave little room for untracked hours.

Which roles gain most from service engagement costing and staff utilisation training?

Management accountants, billing leads and resource planners in service firms gain most. It suits consultancies, healthcare providers, agencies and facilities contractors.

How does service engagement costing and staff utilisation differ from a manufacturing cost accounting course?

It costs time and capacity rather than materials and stock. A manufacturing course centres on unit costs and inventory valuation; this one centres on hourly cost, utilisation, realisation and margin by client and contract.

What do you bring back from service engagement costing and staff utilisation training?

You bring back a service cost model for one practice or contract portfolio. It links grade rates, recorded hours and overhead into engagement and client margins.

Service Engagement Costing and Staff Utilisation: The Way Forward

The service cost model built on the course first informs the next revision of the charge-out rate card. Practice leaders, bid teams and finance business partners use it. After its first quarter in use, the productive hours assumption and the overhead recharge drivers deserve a second look, since both shift every engagement margin the model reports.