



## 10 Fishbone diagrams

A fish bone cause and effect diagram is often useful by evaluators try to establish the cause of a problem.

### Example 10.1

#### Plan

Tiwai Training had received feedback from a number of students that there was inconsistency between assessors. The following question was posed to guide their self evaluation:

Q. What is causing inconsistencies between assessors?

They linked their evaluation to the following base documents:

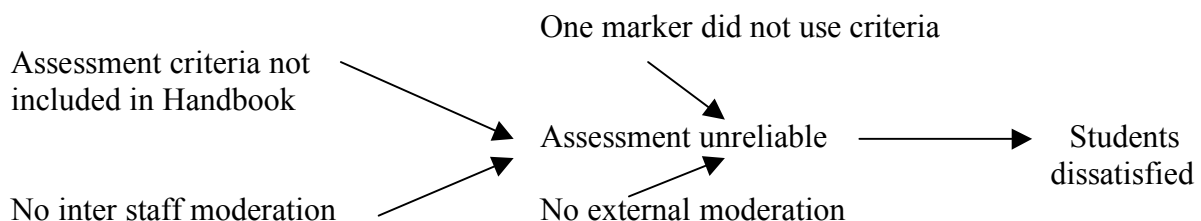
Links to base documents	
<b><i>Tertiary Evaluation Indicators</i></b>	<b><i>Quality Assurance Standard 1 (QAS1)</i></b>
Assessment supports learning	1.2.6 Assessment & moderation

#### Do

The training manager interviewed assessors and reviewed the assessment schedules.

#### Study

The results of the evaluation were expressed as a fishbone diagram.



#### Act

The management team moved to correct the inconsistencies by:

- sending all staff for assessment training;
- modifying the assessment schedules and handbook; and
- ensuring that the assessments on the programme were externally moderated.