BUSINESS MENTORS
INSPIRING SUCCESS

Mentoring Assistant FAQ

Updated 18 February 2026

Overview

For 34 years, BMNZ has connected Mentors and Business Owners. Now, with Mentoring Assistant, we can share knowledge better than ever.

This platform will help Mentors and Business Owners focus on their conversation instead of notetaking. It will provide better continuity between meetings and allow Mentors and Mentees to focus on meaningful conversations.

1. What is the Mentoring Assistant?

The Mentoring Assistant *records* your mentoring sessions, then produces a clear Meeting Summary of the discussion and agreed actions. This Meeting Summary is automatically sent to the Mentor for review, before the Mentor shares it with the Business Owner. The Meeting Summary is securely stored in Mentor Hub for the Mentor's easy access. Business Insights are gathered from the meeting, anonymised, and securely stored in a Knowledge Bank.

2. Can I use my own AI recorder?

No. Mentors and Business Owners are not to use their personal AI recorders, due to privacy, and data security concerns.

3. What happens to the data?

- Data is stored securely by BMNZ. Mentor/Business Owner's personal AI tools are not to be accepted into the meeting.
- Recordings, stored initially in CreativeQ are deleted after 24 hours.
- Transcripts, stored initially in BMNZ's SharePoint are deleted after 24 hours.
- Anonymised Business Insights are stored in a Knowledge Bank.
- Your data will never be used for model training by our service providers.
- BMNZ takes its data security and privacy advice for this project, from Russell McVeagh.

4. How can I opt out of using the *Mentoring Assistant*?

Mentors can opt out at any time by logging into their profile on Mentor Hub.
Mentors and Business Owners can contact BMNZ to "opt in or out" at meetings@bmnz.org.nz or 0800 209 209 and we will update your profile.

Meetings

Whether you are having an online or face-to-face mentoring session, meeting scheduling process is the same.

5. Scheduling an Online Meeting

1. In the Book a Meeting page in Mentor Hub, Select the orange “Book a Recorded Meeting” button to schedule a meeting with the relevant Mentee. The blue “Book a Meeting” button remains available to schedule a non-recorded meeting.
2. When creating a meeting please do not use the # symbol, this will inhibit the Mentoring Assistant tool from recording.
3. Once the meeting has been set, you will receive an email with the invite, it is important that **both parties accept the invitation or the meeting won’t record**. The invite once accepted will then be saved into your preferred calendar software.
4. When your meeting is due to start, access through your preferred calendar software.
5. When starting your meeting, it is best practise for the Mentor to reaffirm consent to record with their Business Owner.
6. At the end of the meeting ensure that you end the meeting (this will trigger the meeting summarisation to start).
7. Mentors will be notified by email once the Meeting Summary is ready to be reviewed.
8. To view the summary, Mentors can use the link in the email or login to Mentor Hub. Select the meeting – click the “Review/Edit” button at the bottom of the page and select the relevant meeting.
9. The Mentor can review the Meeting Summary and make any amendments, click **Send to Mentee** and then select **Complete**. The Meeting Summary will then be sent to the Business Owner.

6. Scheduling a Face to Face Meeting

If a Mentor and Business Owner meet in person, the **Mentor** will record the meeting via the calendar invite, on their own device (preferably a phone). Scheduling a face-to-face meeting follows the same process as an online meeting noting the following key points;

- The Mentor schedules the meeting using Mentor Hub to create a meeting invitation for their Business Owner.
- **It is important that both parties accept the meeting invite or the meeting wont record**.
- When the Mentor and Business Owner are ready to start the meeting, it is best practise for the Mentor to reaffirm consent to record with their Business Owner.
- The Mentor will access the meeting invitation in their calendar on their own device, preferably a phone – check the phone volume is at high. Place the device between the two parties.

- Mentor and Business Owner introduce themselves clearly so the tech can identify who they are.
- Be clear what actions are being allocated to who during the meeting.
- At the end of the meeting the Mentor ensures that they close the meeting on their device.

7. What if I need to change the meeting time?

If a Mentor needs to change the date of the meeting, please take the following steps:

- Go to Mentor Hub, select the meeting, amend the meeting time/date as appropriate
- Click the purple Reschedule button (which will send an updated meeting invite to your Mentee)
- Please do not propose/amend the date/time in the meeting invite itself.

If the Business Owner needs to make changes to the meeting date/time, they will need to contact you directly. The Mentor will not receive any communications sent from the Business Owner via the meeting invite.

8. Can I turn the recording off during the meeting if necessary?

You, or your Mentee, may choose to turn off the recording if discussing intellectual property however the Mentoring Assistant is designed to exclude anything of a sensitive nature. (Click on the three dots for more options, and then “stop the recording”).
Once the recording has been turned off, you can not restart the recording.

9. How will the Mentoring Assistant pick up the action points?

The Mentoring Assistant will pull together action points based on the conversation. However, best practice is to state action points and who they are assigned to during the meeting so the Mentoring Assistant can recognise them and note them down i.e., Jane’s action is to do XYZ.

10. How do I access the Meeting Summary?

Following the meeting the Meeting Summary will be saved Mentor Hub for the Mentor to review and edit before sharing with their Mentee. The Mentor will receive an email to advise when the Menting Summary is ready to be reviewed. It can be accessed by following the link in the email or editing the meeting in Mentor Hub.

- Mentors review and approve the Meeting Summary before they share with the Business Owner.
- The Meeting Summary will remain available to the Mentor via Mentor Hub. Once the Mentor has reviewed the summary and is ready to share with the Business Owner click the “Save and Share” button. A copy will be shared with the Business Owner – via their preferred email address.

11. What happens to the audio recording?

The audio recording used to capture the transcript will be deleted 24 hours after the meeting.

12. Need support or want to feedback?

You can provide feedback on the Mentoring Assistant to meetings@bmnz.org.nz. or call Katrina DDI 09 523 0260 or 0800 209 209.
The BMNZ team is there to support you with any operation questions ie password resets, etc, you can email bmnz.org.nz or call 0800 209 209 and we'll give you a call to assist.