

NAATI CCL Bosnian Practice Dialogues

10 full English–Bosnian Bosanski dialogues written to the CCL specification · two speakers · segments of 35 words or fewer · different topic areas

Free from **naaticcl.com**. Each dialogue has a page with native-speed audio; record your own interpreting and get line-by-line AI marking — your first full dialogue is marked free: naaticcl.com/practice. More Bosnian dialogues with transcripts: naaticcl.com/dialogues/bosnian

- Cover the other language, read one segment aloud (or play the audio), then interpret it without looking.
- Check what you left out or changed: names, numbers, time limits and conditions are what cost marks.
- Keep to the test rhythm: start within five seconds, one repeat per dialogue.

1. Managing Acute Diarrhoea at a Community Health Clinic · Health

A Bosnian-speaking patient visits a community health clinic in Dandenong to describe diarrhoea symptoms to a nurse. You will interpret for both parties.

1	Nurse	Let's start with how long you've been experiencing diarrhoea, and roughly how many times a day this has been happening to you.
2	Patient	Počelo je prije dva dana, idem u toalet oko šest puta dnevno, a stolica mi je sasvim vodenasta.
3	Nurse	Have you noticed any blood or mucus in your stool, or had a fever alongside the diarrhoea at any point over these two days?
4	Patient	Nema krvi ni sluzi, ali imam blagu temperaturu, oko trideset sedam i pol stepeni, i osjećam se dosta slabo.
5	Nurse	Are you managing to keep any fluids down at all, or does everything come straight back up whenever you try to drink something?
6	Patient	Mogu piti vodu polako, malim gutljajima, ali ako popijem previše odjednom, odmah povratim.
7	Nurse	I'd like to send a stool sample to Monash Health pathology today, so we can check for infection before deciding on any treatment plan.
8	Patient	U redu, gdje mogu ostaviti uzorak danas i koliko otprilike treba da stignu rezultati?
9	Nurse	You can drop the sample at the collection centre this afternoon before four; results usually take about 48 hours to come back to us.
10	Patient	Razumijem, hvala. Trebam li uzimati neki lijek protiv proljeva u međuvremenu, ili samo da pijem dosta tečnosti?
11	Nurse	Please avoid anti-diarrhoea tablets for now, and if you develop severe abdominal pain, dizziness, or can't keep any fluids down, go to emergency straightaway.
12	Patient	Hvala vam, razumijem. Nastavit ću piti oralnu rehidracijsku otopinu i odmah ću otići na hitnu ako se stanje pogorša.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bosnian/fbs-acute-diarrhoea-comm/

2. Reporting a Home Theft Claim to an Insurer · Insurance

A Bosnian-speaking client reports a home theft in Bendigo to an NRMA Insurance claims officer. You will interpret for both parties.

1	Claims Officer	Thank you for calling NRMA Insurance today. I understand your home in Bendigo was broken into last Thursday night while you were away. Could you please describe exactly what happened?
2	Client	Da, kada smo se vratili kući u petak ujutro, vrata su bila razvaljena, a cijela kuća je bila potpuno ispreturana.
3	Claims Officer	Did you report this break-in to the police straight away? We'll need the official report number before we can start processing your claim.
4	Client	Da, odmah smo prijavili policiji u Bendigu i dobili smo broj prijave B345678, koji možemo poslati odmah.
5	Claims Officer	Can you list everything that was stolen and estimate its total value? Please include serial numbers or receipts if you still have any.
6	Client	Ukradeni su laptop, televizor i nešto nakita, a ukupna vrijednost je oko četiri hiljade i dvjesto dolara, iako nemamo sve račune.
7	Claims Officer	Your policy includes a five hundred dollar excess. If that amount isn't paid before we begin, the claim can't be finalised.
8	Client	Razumijem. Kada bismo mogli platiti taj iznos, i koliko dugo obično traje obrada zahtjeva nakon toga?
9	Claims Officer	You can pay the excess online right now, and once it's received, processing usually takes about ten business days from today.
10	Client	Također smo morali odmah zamijeniti bravu na vratima zbog sigurnosti. Da li se taj trošak nadoknađuje?
11	Claims Officer	Yes, that's covered, but only if you submit the locksmith's receipt; otherwise we won't be able to reimburse that expense.
12	Client	U redu, poslat ćemo račun čim ga dobijemo od bravara. Hvala vam puno na pomoći i objašnjenju.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bosnian/fbs-bendigo-home-theft-c/

3. Divorce Application and Separation Period · Legal

A Bosnian client meets a family law solicitor at a legal aid clinic to discuss the divorce application, separation requirements, and property settlement deadlines. You will interpret for both parties.

1	Solicitor	Thank you for coming in. Can you tell me exactly when you and your wife stopped living together as a couple?
2	Client	Rastali smo se prije godinu dana i dva mjeseca, ali smo prva tri mjeseca i dalje živjeli u istoj kući zbog djece.
3	Solicitor	For a divorce, you need twelve months of separation. If you lived under the same roof, you must prove you were genuinely separated.
4	Client	Da, spavali smo u odvojenim sobama i imali smo odvojene račune, ali nismo to nikome prijavili tada.
5	Solicitor	Your application will go to the Federal Circuit and Family Court of Australia here in Victoria. We'll need an affidavit describing your living arrangements during that time.
6	Client	Razumijem. A šta je sa našom djecom? Da li razvod utječe na starateljstvo?
7	Solicitor	Parenting arrangements are handled separately from divorce. The court won't finalise your divorce without proper arrangements if you have children under eighteen.
8	Client	Imamo dvoje djece, dvanaest i petnaest godina. Kada trebamo riješiti podjelu imovine?
9	Solicitor	You must apply for property settlement within twelve months of the divorce order, unless the court grants you an extension.
10	Client	Razumijem rok. A koliko će sve ovo koštati, uključujući sudske troškove?
11	Solicitor	You don't need to pay in full today; a payment plan may be available. I'll prepare the paperwork and call you on Thursday to arrange signing.
12	Client	Hvala vam. Dolazim u četvrtak da potpišem papire, i javit ću vam ako mi nešto zatreba prije toga.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bosnian/fbs-divorce-separation-b/

4. Underpaid Hours Before a New Job Placement · Employment

An employment consultant helps a Bosnian-speaking client resolve an underpayment issue from a previous job while arranging a new placement, and you will interpret for both parties.

1	Employment Consultant	Mr. Halilović, Toll Group in Dandenong has offered you a casual warehouse role starting Monday, working twenty-five hours a week. Are you available to start then?
2	Client	Da, mogu početi u ponedjeljak, ali imam problem sa platom od prošle sedmice - nisam siguran da su me pravilno platili.
3	Employment Consultant	Let's check that first. Did you record your hours on a timesheet, and how many hours did you actually work last week?
4	Client	Radio sam trideset sati, ali na platnoj listi stoji da sam plaćen samo za dvadeset sati.
5	Employment Consultant	That's a wage underpayment issue, not something our employment agency can handle directly. You'll need to lodge a complaint with the Fair Work Ombudsman.
6	Client	Kako mogu to prijaviti? Brinem se da bih mogao izgubiti posao ako se požalim poslodavcu.
7	Employment Consultant	The Ombudsman investigates independently, so your employer legally can't dismiss you for lodging a genuine underpayment complaint. It's a protected right under Australian law.
8	Client	To me umiruje. Sada, šta treba da uradim za novi posao u Tollu?
9	Employment Consultant	You must attend the orientation session this Thursday morning, or your job seeker payments could be suspended under your mutual obligation requirements.
10	Client	U koliko sati je orijentacija u četvrtak, i šta treba da ponesem?
11	Employment Consultant	It starts at nine a.m. sharp at the Dandenong depot. Bring your photo ID and the letter I'm printing for you now.
12	Client	Hvala vam, doći ću tačno u devet i ponijeti ličnu kartu.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bosnian/fbs-employment-agent-und/

5. Faulty Laptop Bought Online · Consumer affairs

A Bosnian client whose online-ordered laptop arrived with a cracked screen and won't turn on calls NSW Fair Trading for help, and you will interpret for both parties.

1	Advisor	Thanks for calling NSW Fair Trading. I understand you're having trouble with a laptop you bought online. Can you tell me what happened?
2	Customer	Kupio sam laptop preko interneta, kod JB Hi-Fi-ja, i kada je stigao, ekran je bio napukao, a uređaj se uopšte ne pali.
3	Advisor	Did you contact the seller about this, and what did they offer to do?
4	Customer	Da, kontaktirao sam prodavca. Ponudili su popravku, ali prošlo je već tri sedmice, a ekran je i dalje napukao.
5	Advisor	Under Australian Consumer Law, a major fault entitles you to a remedy within a reasonable time. If it isn't fixed within that time, you may insist on a refund or replacement.
6	Customer	Koliko se to smatra razumnim rokom? Već su prošle tri sedmice, a meni je laptop stvarno potreban za posao.
7	Advisor	Three weeks with a cracked screen likely exceeds a reasonable time for repair. You can lodge a complaint with NSW Fair Trading; they'll assess each case individually.
8	Customer	Šta trebam sada uraditi? Kako mogu podnijeti pritužbu NSW Fair Tradingu?
9	Advisor	You can lodge that complaint through NSW Fair Trading's website; there's no fixed processing timeframe, but they'll review it as soon as possible.
10	Customer	Da li mi je potreban broj narudžbe ili račun kada budem podnosio pritužbu?
11	Advisor	Yes, please include your order number, the receipt, and any messages you exchanged with the seller when you submit the form.
12	Customer	Hvala vam puno, sakupit ću sve dokumente i podnijeti pritužbu što prije.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bosnian/fbs-faulty-laptop-online/

6. Overcharged for Car Repair · Consumer Affairs

A Bosnian client was overcharged by a car garage in Newcastle for a brake repair and is asking a consumer affairs advisor how to proceed and whether he can keep driving the car. You will interpret for both parties.

1	Advisor	Let's start with what happened at the garage in Newcastle — can you walk me through the repair, the quote, and what you were actually charged?
2	Client	Da, otišao sam u tu radionicu u Newcastleu prošlog četvrtka. Rekli su mi da će popravka kočnica koštati četiri stotine pedeset dolara, a kad sam došao po auto, račun je bio sedam stotina osamdeset dolara.
3	Advisor	Did the garage give you a written quote of four hundred and fifty dollars before starting the work, and does the final invoice match that figure?
4	Client	Da, imam pisanu ponudu na papiru, potpisanu od mehaničara. Ali novi račun uopšte ne odgovara toj ponudi — nema nikakvog objašnjenja za dodatnih tri stotine trideset dolara.
5	Advisor	You can first write to the garage asking them to explain the extra charges, or lodge a complaint with NSW Fair Trading if they don't respond.
6	Client	Razumijem, hvala. Ali imam jedno pitanje — mogu li nastaviti voziti auto sada, ili moram čekati da radionica odgovori prije nego što ga ponovo koristim?
7	Advisor	Yes, you can keep driving the car now — the brake repair was completed and it's roadworthy, unless you've noticed any new warning lights or noises.
8	Client	To mi je olakšanje, hvala. A šta ako radionica odbije da mi vrati razliku, ili uopšte ne odgovori na moje pismo?
9	Advisor	If the garage refuses to explain the charges or won't refund the difference, you can apply to NCAT to have the dispute resolved formally.
10	Client	Razumijem. A koliko otprilike traje taj proces na NCAT-u, ako budem morao podnijeti prijavu?
11	Advisor	There's no fixed timeframe for NCAT hearings — it depends on their current caseload, but we'll help you lodge a clear, well-documented application.
12	Client	Hvala vam puno na pomoći, sada mi je mnogo jasnije šta trebam uraditi.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bosnian/fbs-overcharge-car-repai/

7. Acute Infective Conjunctivitis Consultation · Health

At a community clinic in Ballarat, a Bosnian-speaking patient presents with acute infective conjunctivitis and the doctor provides examination and treatment advice. You will interpret for both parties.

1	GP	Tell me what's been happening with your right eye since it started, Mr. Halilović, and when you first noticed the redness.
2	Patient	Oči su mi crvene i suze mi teku, a jutros se skorila žuta sluz na trepavicama. Počelo je prije dva dana, prvo na desnom oku.
3	GP	Is there any yellow or green discharge, has your left eye been affected too, and do you currently wear contact lenses?
4	Patient	Sluz je žućkasta i gušća ujutro. Lijevo oko je jučer takođe počelo da svrbi i crveni se. Ne nosim kontaktna sočiva.
5	GP	This looks like acute infective conjunctivitis — it's quite contagious, so we need to treat it properly, avoid touching your eyes, and stop it spreading to others at home.
6	Patient	Razumijem. Radim u vrtiću sa djecom - da li mogu ići na posao dok mi je oko ovakvo, ili moram ostati kući?
7	GP	You shouldn't return to work or send your children to school until the discharge clears, usually about five days, and don't share towels or pillows.
8	Patient	Dobro, razumijem. Gdje mogu nabaviti kapi za oči, i moram li ih koristiti tačno onoliko puta koliko mi kažete?
9	GP	Use chloramphenicol drops four times a day for one full week, as directed by the pharmacist — Chemist Warehouse in the mall can fill this script this afternoon.
10	Patient	A šta ako se stanje ne popravi, ili ako počne još više boliti - da li treba odmah da se vratim kod vas?
11	GP	If it hasn't improved within forty-eight hours, or your vision changes or becomes painful, come back immediately or go to Ballarat Base Hospital.
12	Patient	Hvala vam, sve mi je jasno. Javiću vam se ako se ne popravi za dva dana, i neću dijeliti peškire sa djecom.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bosnian/fbs-acute-infective-conj/

8. Physiotherapy Claim and Waiting Period · Insurance

A client contacts a Bupa claims officer about a rejected physiotherapy reimbursement claim under his private health insurance policy. You will interpret for both parties.

1	Claims Officer	Thanks for calling Bupa, this is Sarah from the claims department — how can I help you with your extras cover claim today?
2	Client	Zdravo. Zovem se Emir Halilović. Prije dvije sedmice sam podnio zahtjev za povrat novca za fizioterapiju, ali zahtjev je odbijen i ne razumijem razlog.
3	Claims Officer	Could you please give me your policy number and confirm the exact date your extras cover with Bupa first started, please?
4	Client	Broj police je BP-48219. Osnovno osiguranje sam otvorio prije šest sedmica. Imao sam osam tretmana fizioterapije zbog povrede leđa.
5	Claims Officer	I can see the issue here — extras cover just includes a standard two-month waiting period for physiotherapy, and your policy only started six weeks ago.
6	Client	Znači li to da ništa neće biti pokriveno? Već sam platio tri stotine četrdeset dolara iz svog džepa za te tretmane.
7	Claims Officer	Unfortunately no claims are payable until the waiting period officially ends on the fourteenth of March, but you're welcome to resubmit after that date.
8	Client	Dakle, treba da ponovo pošaljem zahtjev nakon četrnaestog marta? Da li mi je potrebna nova uputnica od doktora za to?
9	Claims Officer	You can resubmit the claim through the Bupa app once the waiting period fully ends — no GP referral is required for physiotherapy claims.
10	Client	Razumijem, to je dobra vijest. A koliko dugo imam vremena da podnesem zahtjev nakon obavljenog tretmana?
11	Claims Officer	You actually have up to two full years from the date of treatment to submit this claim, so there's plenty of time left.
12	Client	Hvala vam puno, sada mi je sve jasno. Javit ću se ponovo putem aplikacije nakon četrnaestog marta.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bosnian/fbs-bupa-physio-waiting/

9. Reporting a Hit-and-Run: Police Interview · Legal

A man reports a hit-and-run collision from the previous night to a NSW Police officer and asks about insurance claims and online reporting. You will interpret for both parties.

1	Senior Constable	Please take a seat, Mr. Halilović. Before we begin, I need to record your full statement about the collision that happened last night on Bunnerong Road near Maroubra.
2	Client	Naravno, hvala vam. Sjedio sam u autu kada me udarilo vozilo koje je odmah pobjeglo, i nisam uspio vidjeti registarsku tablicu.
3	Senior Constable	Can you please tell me the exact time the collision happened, and where your car was parked at that particular moment?
4	Client	Bilo je otprilike osam sati navečer, i bio sam parkiran ispred male trgovine na uglu Maroubra Rooda.
5	Senior Constable	Do you have any clear photographs of the damage yourself, or is there footage from nearby security or traffic cameras?
6	Client	Nažalost nemam nikakve fotografije, ali moj susjed ima sigurnosnu kameru koja možda snima taj dio ulice.
7	Senior Constable	That's very helpful, thank you. Which insurance company are you currently insured with for this particular vehicle involved?
8	Client	Osiguran sam kod NRMA osiguranja. Zanima me koliko obično treba osiguravajućem društvu da obradi ovakav zahtjev za štetu?
9	Senior Constable	Typically, once the insurer receives the completed police report, it takes about ten business days to process a claim, though timing can vary depending on the assessment involved.
10	Client	Razumijem, hvala vam na objašnjenju. Mogu li ja također prijaviti ovu štetu online, ili moram doći ponovo ovdje?
11	Senior Constable	Yes, you can also lodge the report online through the official Police Assistance Line website, using the event number I'll provide you shortly.
12	Client	Odlično, to će mi mnogo olakšati. Hvala vam puno na pomoći i strpljenju danas.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bosnian/fbs-hit-and-run-police-i/

10. Recruitment Agent: Forklift Licence Renewal Before Starting a Warehouse Job · Employment

A job seeker placed by a recruitment agency at a Woolworths distribution centre must renew his expired forklift licence before starting, and the agent explains the course, costs, and first-day requirements; you will interpret for both parties.

1	Recruitment Agent	Thanks for coming in, Mr. Delić. Woolworths in Wetherill Park has approved your application, but first we need to confirm your forklift licence is still current before your start date.
2	Client	Hvala vam. Nažalost, moja dozvola za viličar je istekla prije otprilike godinu dana, nisam je obnovio jer sam neko vrijeme radio drugi posao.
3	Recruitment Agent	You'll need to complete a one-day forklift refresher course through TAFE NSW before your first shift. If it's not renewed, you can't operate machinery anywhere on site.
4	Client	Razumijem, hvala na objašnjenju. Koliko dugo traje taj tečaj i mogu li ga završiti prije nego što počnem raditi sljedeće sedmice?
5	Recruitment Agent	The course runs for one full day, usually a Thursday, and the trainer marks your practical assessment before you leave the site.
6	Client	To zvuči dobro. Da li agencija pokriva troškove tečaja, ili taj iznos moram platiti sam?
7	Recruitment Agent	The agency doesn't cover the course fee upfront, but Woolworths will reimburse the full cost after your first month if you remain employed.
8	Client	U redu, to mi odgovara. Koje dokumente trebam ponijeti sa sobom na dan indukcije?
9	Recruitment Agent	Bring your driver's licence, White Card, and bank account details for payroll setup. Also bring your renewed forklift licence and any safety certificates.
10	Client	Hvala vam na svim informacijama. Šta tačno trebam ponijeti prvog dana i kome se trebam javiti kad dođem na posao?
11	Recruitment Agent	Bring your signed contract, steel-capped boots, and a valid photo ID. Report to the site supervisor, Michael, at the front gate by seven a.m.
12	Client	Hvala vam puno, sada mi je sve jasno. Vidimo se prvog dana na poslu, u sedam ujutro.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bosnian/fbs-forklift-licence-rec/

naaticcl.com is an independent exam-practice platform, not affiliated with or endorsed by NAATI. These are practice dialogues written to the published CCL specification, not NAATI test items. You may print and share this file unchanged.