

NAATI CCL Bulgarian Practice Dialogues

10 full English–Bulgarian Български 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 Bulgarian dialogues with transcripts: naaticcl.com/dialogues/bulgarian

- 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. Diagnosing Acute Infective Conjunctivitis at a GP Clinic · Health

A Bulgarian-speaking patient visits a GP clinic in Bendigo with red, discharging eyes and is diagnosed with acute infective conjunctivitis. You will interpret for both parties.

1	GP	Mr. Nikolov, thanks for coming in early this morning — can you please tell me exactly what's been happening with your eyes over the past few days?
2	Patient	От два дни дясното ми око е много зачервено и сутрин има жълт гной, който го залепва.
3	GP	Is it only the right eye, or has the left one also started watering and showing discharge since yesterday morning?
4	Patient	Вчера сутринта и лявото око започна да сълзи и леко да пари, но не толкова силно.
5	GP	This looks like acute infective conjunctivitis, most likely bacterial given the thick yellow discharge — it's quite contagious, so please don't go to work until it clears completely.
6	Patient	Разбирам, но утре следобед имам важна среща — наистина ли трябва да отсъствам от работа?
7	GP	Yes — you should stay home for at least three days, or until the discharge completely stops, whichever period turns out to be longer.
8	Patient	Добре, ще отменя срещата. Ще ми предпишете ли капки за очите, за да се излекувам по-бързо?
9	GP	I'll prescribe antibiotic eye drops — use them four times daily for five days, available at any Priceline Pharmacy near Bendigo.
10	Patient	Имам две малки деца въщи — има ли риск да се заразят от мен, докато си слагам капките?
11	GP	Yes, it's highly contagious around the household — wash your hands often, avoid sharing towels or pillows, and don't let them touch your eyes.
12	Patient	Разбрано, ще внимавам много. Благодаря ви за обяснението и за рецептата, докторе.

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

2. Reporting Pregnancy Discrimination at Work · Employment

A Bulgarian-speaking worker reports to a Fair Work Ombudsman advisor that her hours were cut soon after she disclosed her pregnancy. You will interpret for both parties.

1	Advisor	Thanks for coming in, Mrs Petrova. Please tell me exactly what happened after you told your supervisor about the pregnancy, and when this started.
2	Client	Всичко започна, след като казах на управителя, че съм бременна. Само след два дни намалиха смяната ми от тридесет и осем на дванадесет часа седмично, без никакво обяснение.
3	Advisor	Did management give you any written explanation for cutting your rostered hours from thirty-eight hours down to just twelve hours weekly, or was it verbal?
4	Client	Не, нищо не получих писмено. Управителят само каза устно, че намаляват натовареността, но преди това винаги имах пълни смени, всяка седмица.
5	Advisor	That's significant. Even if your manager never put it in writing, we can still request the roster records directly from the employer, along with witness statements.
6	Client	Добре, разбирам. Една колежка също забеляза промяната и може да потвърди, че преди бременността ми имах редовни пълни смени всяка седмица.
7	Advisor	The Fair Work Ombudsman can investigate this as possible pregnancy discrimination under the Fair Work Act, since your treatment changed almost immediately after you disclosed the pregnancy.
8	Client	Това е добра новина. Притеснявах се, че нищо не може да се направи, защото нямам никакви писмени доказателства.
9	Advisor	How long had you worked at the Newcastle distribution centre before your hours were suddenly reduced, and did any colleagues notice this change?
10	Client	Работих там две години и три месеца преди това. Да, няколко колеги забелязаха и попитаха защо изведнъж съм на непълно работно време.
11	Advisor	We'll lodge a formal complaint today and arrange a conciliation meeting with your employer for next Thursday morning at ten, at our Newcastle office.
12	Client	Благодаря ви. Ще дойда в четвъртък сутринта в десет часа и ще донеса всички документи, които имам.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bulgarian/fbg-bg-pregnancy-discrim/

3. Health Insurance Claim Rejected Due to Waiting Period · Insurance

A Bulgarian client calls Bupa about a rejected health insurance claim for physiotherapy sessions due to a waiting period. You will interpret for both parties.

1	Officer	Thanks for calling Bupa claims, I've pulled up your file. Can you tell me exactly what happened with your physiotherapy claim from last month?
2	Client	Обадих се, защото ми отхвърлиха претенцията за шест сеанса физиотерапия в клиника в Джилонг миналия месец и не разбирам защо.
3	Officer	I can see the claim was rejected because your extras cover includes a two-month waiting period, and your treatment started before that period had actually finished.
4	Client	Значи трябва ли да платя всичко от джоба си? Аз вече платих четиристотин и осемдесет долара за тези сеанси.
5	Officer	Unfortunately we can't refund those six sessions, since they all fell before the waiting period ended on the fourteenth of March this year.
6	Client	А сеансите, които ще имам следващата сряда и по-нататък, ще бъдат ли покрити?
7	Officer	Yes, any sessions you attend from next Wednesday onward should be fully covered, as long as you still have a valid referral from your GP.
8	Client	Трябва ли ми ново направление, или това от Барвон Хелт все още важи?
9	Officer	Your original referral from Barwon Health is valid for twelve months, so you don't need a new one unless it's already expired.
10	Client	Разбирам. А как да подам оставащите претенции - през приложението ли?
11	Officer	Yes, just use the Bupa app, upload your receipts and referral there, and it's usually processed within five business days.
12	Client	Благодаря ви много, ще го направя още днес следобед.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bulgarian/fbg-bupa-physio-claim-wa/

4. Formal Complaint Against an Electrician · Consumer Affairs

A Bulgarian client lodges a complaint with NSW Fair Trading about faulty wiring work done by an electrician in Wollongong, and you will interpret for both parties.

1	Officer	Thanks for calling Fair Trading. Can you tell me exactly what happened with the electrician's work at your property recently?
2	Client	Наех електротехник да смени окабеляването в кухнята ми в Уолонгонг. Той свърши работата, но три контакта изобщо не работят, и вече не вдига телефона.
3	Officer	When was the work completed, how much did you pay him, and do you have his licence number?
4	Client	Той приключи преди три седмици. Платих му хиляда и осемстотин долара в брой, но не ми даде нито фактура, нито разписка.
5	Officer	You can lodge a formal complaint with Fair Trading online, including photos, invoices, and any text messages. We'll then contact the electrician directly to seek a resolution.
6	Client	Колко време ще отнеме това? Може ли той да бъде глобен, и ще получа ли обратно парите си?
7	Officer	There's no fixed timeframe — cases vary. If he's breached licensing rules, Fair Trading can penalise him. For a refund, we'll pursue mediation, and NCAT if that fails.
8	Client	Разбирам, благодаря. Но опасно ли е това? Трябва ли да спра да използвам контактите в кухнята веднага?
9	Officer	Yes — if those sockets aren't working properly, don't use them. Get a licensed electrician to inspect the wiring immediately for safety.
10	Client	Добре, ще повикам друг електротехник още утре сутринта. Какво трябва да направя оттук нататък с оплакването?
11	Officer	Lodge the complaint on the Fair Trading website today, attach the receipt details, photos of the faulty sockets, and his licence number if you found it. Keep all evidence safe.
12	Client	Благодаря ви много за помощта. Ще подам оплакването онлайн още днес и ще пазя всички документи.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bulgarian/fbg-electrician-complain/

5. Reporting a Shop Break-In to Police · Legal

A Bulgarian-speaking shop owner is giving a statement to a NSW Police officer after discovering his shop was broken into overnight. You will interpret for both parties.

1	Officer	Good afternoon, I'm Senior Constable Doyle from NSW Police, responding today to your call about a break-in. What time did you actually discover it this morning?
2	Shop Owner	Отворих магазина тази сутрин около шест и половина и видях, че задната врата беше разбита с лост. Веднага ви се обадох.
3	Officer	Can you tell me exactly what items were taken from the shop, and whether the till or safe had been forced open as well?
4	Shop Owner	Липсваше касовият апарат с около триста долара в брой, а също и няколко електрически инструмента от склада.
5	Officer	Do you have any working security cameras inside or outside the shop that might have recorded the person responsible?
6	Shop Owner	Нямам камери за наблюдение вътре, а тази отвън не работи от месеци. Ако имах изправна камера, сигурно щяхме да видим лицето му.
7	Officer	Did any neighbours or passers-by notice anything unusual overnight — such as strange noises, lights, or an unfamiliar vehicle parked nearby?
8	Shop Owner	Съседният магазин за хляб не е забелязал нищо необичайно и никой не е чул шум през нощта, доколкото знам.
9	Officer	I'll give you an official event report number now — you'll need it later if you decide to lodge an insurance claim for the stolen items.
10	Shop Owner	Разбирам. А този номер на инцидента ще ми трябва ли, за да подам застрахователна претенция?
11	Officer	Here's the report number: E dash four seven two one nine. Call your insurer this afternoon; without it, they may delay processing your claim.
12	Shop Owner	Благодаря, полицаи Доул. Ще позвъня на застрахователната компания още днес следобед с този номер.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bulgarian/fbg-police-report-shop-b/

6. Angina Symptoms and Urgent Cardiology Referral · Health

A Bulgarian-speaking patient describes chest pain to his doctor, who suspects unstable angina and arranges an urgent cardiology referral. You will interpret for both parties.

1	Doctor	Mr. Petkov, before we go further, could you describe exactly what the chest pain feels like, how severe it is, and when it first started?
2	Patient	Появи се преди около десет дни. Усещам натиск в гърдите, особено когато се качвам по стълби въкъщи.
3	Doctor	Does the pain ease completely when you rest, or does it stay the same no matter what you're doing, even sitting quietly?
4	Patient	Да, обикновено спира след пет-шест минути почивка. Но снощи болката се появи дори докато седях спокойно на дивана.
5	Doctor	That change is concerning, Mr. Petkov — it suggests your angina may now be unstable, occurring even at rest, not simply triggered by exertion.
6	Patient	Опасно ли е това, докторе? Трябва ли да отида веднага за ЕКГ и при кардиолог, или мога да изчакам до следващата седмица?
7	Doctor	Yes, this is potentially serious — you need an ECG today, not next week; I'll refer you urgently to Liverpool Hospital's cardiologist this very afternoon.
8	Patient	Разбирам, ще отида веднага следобед. Какво да правя, ако болката се появи отново, докато чакам да ме прегледат?
9	Doctor	Use your GTN spray under the tongue right now — if the pain doesn't ease after two sprays within ten minutes, call triple zero immediately.
10	Patient	Разбрано, ще нося спрея винаги със себе си. Мога ли да отида на работа утре, или е по-добре да остана въкъщи да си почина?
11	Doctor	Rest at home until the cardiologist sees you later this week — avoid driving, heavy lifting, and any strenuous exercise until then.
12	Patient	Добре, ще остана въкъщи и ще спазвам точно инструкциите ви. Благодаря ви, докторе, за бързата помощ и грижата.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bulgarian/fbg-angina-urgent-cardio/

7. Joining the Warehouse Union · Employment

A Bulgarian warehouse worker at a distribution centre in NSW is considering joining a union, and you will interpret for both parties. You will interpret for both parties.

1	Union Organiser	Hi, I'm Sarah, the union organiser here at the Eastern Creek depot. Have you thought about joining the United Workers Union this year?
2	Worker	Здравейте, чувал съм за профсъюза, но не съм сигурен дали си струва да плащам членски внос всяка седмица.
3	Union Organiser	Membership costs nine dollars twenty a week, deducted automatically from your pay. It covers legal advice, wage negotiations, and support if there's a dispute with management.
4	Worker	А ако се присъединя, работодателят може ли да ме уволни или да намали заплатата ми заради това?
5	Union Organiser	The enterprise agreement protects your pay rate and conditions under the Fair Work Act. If you're not satisfied, you can resign from the union anytime.
6	Worker	Разбирам, звучи разумно. Как точно да се регистрирам, само онлайн ли е формулярът?
7	Union Organiser	You can sign up online through the United Workers Union website. Just enter your employee number and email address to complete the form.
8	Worker	Но не се притеснявате ли, че шефът ми ще научи и ще ме гледа накриво, ако се запиша?
9	Union Organiser	No, your employer cannot legally retaliate against you for joining. The Fair Work Act protects all union members from discrimination or dismissal.
10	Worker	Добре, тогава ще се включа. Кога е следващата среща на профсъюза, за да мога да дойда?
11	Union Organiser	Great, our next meeting is this Thursday at three o'clock in the depot lunchroom. About twenty members usually attend.
12	Worker	Благодаря ви, ще дойда в четвъртък в три часа. Приятно ми е, че тук има подкрепа за работниците.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bulgarian/fbg-join-union-warehouse/

8. CTP Insurance Claim After a Car Accident · Insurance

A Bulgarian-speaking client meets his NRMA insurance case manager to discuss his CTP claim after a car accident, including physiotherapy sessions and lost wages. You will interpret for both parties.

1	Insurance Case Manager	Thanks for coming in today, Mr. Ivanov. I've reviewed your CTP claim with NRMA Insurance following the accident on Crown Street last month, and everything looks in order.
2	Client	Благодаря, че ме приехте. Рамото още много ме боли, вече започнах физиотерапия, но не съм сигурен колко сесии ще ми трябват.
3	Insurance Case Manager	NRMA has approved six physiotherapy sessions initially for your shoulder injury. If it doesn't improve enough, we can request additional sessions supported by a medical report from your GP.
4	Client	Разбирам. Лекарят ми каза, че може да са нужни поне десет сесии, ако искам да избегна операция. Ще трябва ли ново направление от него?
5	Insurance Case Manager	Yes, we'll need an updated medical certificate from your GP within the next two weeks so we can support the request for extra physiotherapy sessions.
6	Client	Добре, ще го уредя. Вече пропуснах осем работни дни заради болката. Полагат ли ми се обезщетения за загубените доходи?
7	Insurance Case Manager	You may be able to claim economic loss, but you'll need payslips from your employer to support it. There's no guarantee of full wage replacement without proper documentation.
8	Client	Разбирам. Работодателят ми може да ми даде фишовете за заплата. Трябва ли да ги изпратя директно на вас или на NRMA?
9	Insurance Case Manager	Please upload the payslips through the NRMA online portal instead of emailing them, so they're linked directly and securely to your claim file.
10	Client	Ясно, ще ги кача в портала днес. Колко време обикновено отнема, докато вземете решение по обезщетението?
11	Insurance Case Manager	Decisions usually take about four weeks, unless we need more information from you or your doctor, which could extend the process by another fortnight.
12	Client	Благодаря за обяснението. Ще подам всички документи тази седмица и ще проверявам портала редовно за новини.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bulgarian/fbg-ctp-insurance-claim/

9. Overcharge at a Car Repair Shop · Consumer Affairs

A Bulgarian-speaking client was charged more than quoted for a car repair and meets a consumer affairs officer to resolve the dispute. You will interpret for both parties.

1	Officer	Thanks for coming in, Mr. Dimitrov. Before we start, can you tell me exactly what happened when you paid for the brake repair at the Wollongong garage last Thursday?
2	Client	Оферирах ми двеста и двадесет долара за ремонта на спирачките, но когато отидох да взема колата, ми взеха триста и четиридесет долара без никакво обяснение.
3	Officer	Did you get a written quote before the work started, or was everything agreed only verbally over the phone?
4	Client	Да, имам писмената оферта по имейл, а също и разписката с новата сума, която е много по-висока.
5	Officer	Have you already spoken with the manager about this price difference, or raised a formal complaint directly with the garage yet?
6	Client	Да, говорих с управителя, но той каза, че цената се е променила заради допълнителни части и отказа да ми върне разликата.
7	Officer	You can send the garage a written complaint asking for the extra one hundred and twenty dollars back, referencing the original quote and repair invoice.
8	Client	Разбирам. А ако управителят пак откаже да ми плати разликата, какво трябва да направя тогава?
9	Officer	If the garage still won't resolve it after your written complaint, you can lodge a formal dispute with NSW Fair Trading online.
10	Client	Добре, ще изпратя писмото веднага. Трябва ли да пазя и разписката, и старата оферта като доказателство?
11	Officer	Yes, keep both documents, plus any emails or text messages. If Fair Trading can't resolve it, NCAT may hear the matter next.
12	Client	Благодаря ви много за помощта. Ще запазя всички документи и ще подам жалбата тази седмица.

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

10. Reporting a Robbery to NSW Police · Legal

A Bulgarian shopkeeper reports a robbery at his convenience store on Bourke Street to NSW Police. You will interpret for both parties.

1	Officer	Take a seat, Mr. Ivanov. You mentioned your convenience store on Bourke Street was robbed last night — can you describe exactly what happened, step by step?
2	Client	Да, случи се около десет и половина вечерта. Влезе мъж с качулка, поиска парите от касата и избяга с около осемстотин долара в брой.
3	Officer	Did he threaten you with a weapon, or was it a verbal demand only? This detail is important for classifying the offence correctly under NSW law.
4	Client	Не, нямаше оръжие, но каза, че ще се върне, ако извикам полицията. Затова много се уплаших и не посмях да реагирам.
5	Officer	I can issue your Event Number immediately, right now, before you leave the station, so you can notify your insurer or bank today.
6	Client	Благодаря ви. А този номер ще ми трябва ли и за застрахователната компания, или е само за полицейското разследване?
7	Officer	Both the police report and your insurer will require it. Now, does your shop have working CCTV cameras that recorded the incident last night?
8	Client	Имаме три камери отпред, но тази над касата не работеше от миналата седмица, за съжаление.
9	Officer	That's fine — the other footage will still help NSW Police detectives. Someone will contact you within the next few business days regarding follow-up.
10	Client	Разбирам. Трябва ли да затворя магазина, докато трае разследването, или мога да работя нормално междувременно?
11	Officer	You don't need to close the shop, unless we specifically request the scene for further forensic examination. Otherwise, trading as normal is completely fine.
12	Client	Разбрано, благодаря за помощта. Ще изчакам обаждане от детектива и ще пазя записите от камерите.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/bulgarian/fbg-robbery-report-nsw-p/

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