

NAATI CCL Italian Practice Dialogues

10 full English–Italian Italiano 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 Italian dialogues with transcripts: naaticcl.com/dialogues/italian

- 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. Acute Infective Conjunctivitis: Work Leave and Hygiene Advice · Health

A cook working at a restaurant returns to the clinic for acute infective conjunctivitis, and the nurse explains treatment, sick leave duration, and hygiene precautions. You will interpret for both parties.

1	Nurse	Mr Conti, thanks for coming in today—your eye swab results confirm acute bacterial conjunctivitis affecting your right eye, as we suspected.
2	Patient	Grazie, infermiera. È molto contagiosa? Devo stare attento con mia moglie e i miei figli a casa?
3	Nurse	Yes, it can spread easily to others in your household. I'll prescribe antibiotic drops, four times daily for five days, plus strict hand hygiene.
4	Patient	Capisco. Lavoro come cuoco in un ristorante a Cabramatta. Posso tornare al lavoro prima, magari dopo due giorni, oppure devo restare a casa tutti e cinque i giorni?
5	Nurse	Because you handle food directly, you must stay home from work for at least three full days, not sooner, until the eye discharge has completely cleared up.
6	Patient	Va bene, capisco, infermiera. Posso comunque indossare le lenti a contatto durante questo periodo?
7	Nurse	No, avoid contact lenses entirely for now—wear your glasses instead until both eyes are completely clear, usually within about a week.
8	Patient	Certo. E a casa, devo usare asciugamani separati? Mia moglie è preoccupata di prendere l'infezione.
9	Nurse	Yes, please use separate towels and pillowcases at home, wash your hands frequently, and try not to touch or rub your eyes at all.
10	Patient	Se non migliora dopo tre giorni, cosa devo fare? Devo tornare qui in ospedale?
11	Nurse	If there's no improvement after three days, please return to Liverpool Hospital's eye clinic for a further review with the doctor.
12	Patient	Grazie mille, infermiera. Seguirò tutte le indicazioni e resterò a casa finché l'infezione non sarà completamente guarita.

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

2. Health Insurance Claim for Knee Surgery · Insurance

A client's health insurance claim for knee surgery following a bicycle accident has been rejected due to a waiting period, and he is asking Medibank about the appeals process. You will interpret for both parties.

1	Insurance Officer	Thanks for calling Medibank, this is Sarah speaking. I can see your claim for the knee surgery from last Thursday was submitted—how can I assist you today?
2	Client	Buongiorno, ho ricevuto una lettera che dice che la richiesta è stata respinta perché non ho ancora completato il periodo di attesa. Non capisco perché, dato che ho l'assicurazione da otto mesi.
3	Insurance Officer	I understand your concern. For hospital cover, knee surgery has a twelve-month waiting period, and you joined eight months ago, so it hasn't been met yet.
4	Client	Quindi devo aspettare altri quattro mesi prima che l'intervento venga coperto? Non c'è nessuna eccezione se è stato causato da un incidente?
5	Insurance Officer	That's correct, unless the surgery was needed due to an accident. If it was accident-related, the waiting period can sometimes be waived—can you tell me what happened?
6	Client	Sì, esatto. Sono caduto dalla bicicletta il tre marzo e sono stato portato al Royal North Shore Hospital in ambulanza.
7	Insurance Officer	Thank you. I'll need the incident report and a medical certificate from Royal North Shore Hospital confirming the injury was accident-related, not pre-existing.
8	Client	Va bene, posso chiedere il certificato all'ospedale domani. Quanto tempo ci vorrà per valutare la richiesta una volta inviato il certificato?
9	Insurance Officer	Once we receive the certificate, our assessment usually takes ten business days. I'll lodge an appeal today noting the accident circumstances.
10	Client	Grazie mille. E se la richiesta viene respinta di nuovo, cosa posso fare?
11	Insurance Officer	If it's rejected again, you can escalate the matter to the Private Health Insurance Ombudsman for an independent review.
12	Client	Perfetto, grazie per la spiegazione. Aspetterò la chiamata con l'esito.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/italian/fit-health-insurance-cla/

3. Joining the AMWU: Membership and Payroll Deduction · Employment

A factory worker in Dandenong is considering joining the AMWU, and the organiser explains the membership form and payroll deduction process. You will interpret for both parties.

1	Organiser	Thanks for staying back, Marco. Before you sign anything, I want to explain exactly what joining the AMWU means for your job here at Dandenong.
2	Worker	Grazie, Signora Reynolds. Sinceramente non so molto del sindacato. Lavoro qui solo da otto mesi e non voglio problemi con il mio capo reparto.
3	Organiser	That's understandable. If you decide to join, you'll fill in a membership form that stays with the union office — it's never sent to any government body.
4	Worker	Capisco. E se firmo, quanto costa essere membro? Ho sentito che si paga ogni settimana direttamente dallo stipendio.
5	Organiser	The fee is nine dollars sixty a week, deducted through payroll if you authorise it. Your employer's payroll team processes that — not Fair Work Commission.
6	Worker	Va bene. Ma se in futuro cambio idea, posso disdire l'iscrizione senza perdere il lavoro?
7	Organiser	Yes — you can cancel anytime by notifying the union directly. Resigning membership won't affect your employment, unless there's an unrelated performance issue already underway.
8	Worker	Meno male. Allora firmo il modulo adesso, ma vorrei una copia per i miei documenti.
9	Organiser	Of course. I'll give you a copy today. The original goes to our AMWU branch office, not to any Commission or government register.
10	Worker	Perfetto. Quanto tempo ci vuole prima che la detrazione dello stipendio inizi effettivamente?
11	Organiser	Payroll usually starts the deduction within two pay cycles, so within about four weeks. I'll confirm with your payroll officer next week.
12	Worker	Va benissimo, grazie mille per la spiegazione chiara. Mi sento più tranquillo adesso riguardo all'iscrizione.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/italian/fit-join-union-amwu-dand/

4. Angina Assessment and Stress Test Referral · Health

An Italian-speaking patient describes chest pain symptoms at a cardiology clinic in Liverpool Hospital, and the nurse arranges an exercise stress test while explaining preparation instructions; you will interpret for both parties.

1	Cardiac Nurse	Mr. Conti, before we go further, could you describe exactly when this chest tightness began, how often it happens, and roughly how long each episode lasts?
2	Patient	Il dolore è iniziato circa una settimana fa, sento come un peso al petto quando cammino in salita o quando salgo le scale. Dura solitamente qualche minuto e poi passa se mi fermo.
3	Cardiac Nurse	Does it come on mainly when you're active, such as climbing stairs or walking briskly, or does it also happen even when you're sitting quietly at rest, without any exertion at all?
4	Patient	Sì, succede soprattutto quando faccio sforzo, come quando porto la spesa o cammino velocemente. Quando sono seduto tranquillo, di solito non sento nulla, ma una volta è successo anche a riposo.
5	Cardiac Nurse	Have you ever used a GTN spray under the tongue, or taken any other medication, when the pain comes on?
6	Patient	No, non ho mai usato lo spray, il mio medico di famiglia non me l'ha mai prescritto. Di solito mi fermo e aspetto che il dolore passi da solo.
7	Cardiac Nurse	I'd like to book you for an exercise stress test at Liverpool Hospital next Thursday at half past nine in the morning.
8	Patient	Va bene, giovedì alle nove e mezza mi va bene. Devo prendere un giorno di ferie dal lavoro, ma capisco che è importante.
9	Cardiac Nurse	You'll need to fast for six hours beforehand — no food, coffee, or tea that morning, though water is fine.
10	Patient	Capito, quindi niente cibo, caffè o tè quella mattina, ma posso bere acqua. Va bene, farò esattamente come dice lei.
11	Cardiac Nurse	If the tightness doesn't ease within ten minutes of resting, don't wait for the appointment — call triple zero immediately.
12	Patient	Certo, se il dolore non passa in dieci minuti, chiamo subito il triple zero. Non aspetterò l'appuntamento, grazie per avermelo spiegato così bene.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/italian/fit-angina-stress-test-1/

5. Health Insurance Waiting Period for Hip Replacement · Insurance

A man asks a health insurance representative about the pre-existing condition waiting period for his hip replacement surgery under his private hospital cover; you will interpret for both parties.

1	Insurance Representative	Before we continue, can you confirm when you took out your private hospital cover, since hip replacement falls under the pre-existing condition waiting period?
2	Client	Ho sottoscritto la polizza con Bupa il primo agosto, insieme a mia moglie. Il dolore all'anca è peggiorato negli ultimi mesi e non riesco più a camminare bene. Vorrei sapere quando potrò finalmente sottopormi all'intervento.
3	Insurance Representative	Since you joined on 1 August, the waiting period for a pre-existing hip condition is twelve months, unless the surgery is classified as an emergency.
4	Client	Il mio medico dice che la situazione potrebbe peggiorare rapidamente. È possibile chiedere una deroga al periodo di attesa se il dolore diventa insopportabile?
5	Insurance Representative	Only if a doctor certifies it as urgent will our medical panel review your case; otherwise the twelve-month period cannot be waived.
6	Client	Capisco. Quindi, se ho aderito il primo agosto, quando terminerà esattamente il periodo di attesa di dodici mesi?
7	Insurance Representative	Your waiting period ends on 31 July next year, so any hip surgery booked before that date won't be covered unless deemed an emergency.
8	Client	Il mio chirurgo al John Hunter Hospital ha già fissato una data provvisoria per dopo quel periodo. La polizza coprirà le spese ospedaliere, la sala operatoria e l'onorario dello specialista?
9	Insurance Representative	Yes, hospital and theatre fees are covered, though specialist gap fees may still apply, and you'll need to pay the annual excess amount.
10	Client	Quant'è l'importo della franchigia e devo pagarlo prima del ricovero in ospedale?
11	Insurance Representative	The excess is five hundred dollars, payable at admission unless you've already paid it earlier this year for another hospital stay.
12	Client	Grazie mille per la spiegazione. Chiamerò il John Hunter Hospital per organizzare la visita pre-ricovero e verificare tutti i documenti necessari.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/italian/fit-hip-replacement-wait/

6. Pregnancy-Related Shift Reduction: Fair Work Ombudsman Complaint

Employment

An Italian client had her work hours drastically cut after disclosing her pregnancy to her employer, and is seeking advice on lodging a discrimination complaint; you will interpret for both parties.

1	Advisor	Can you tell me exactly what happened at work after you told your manager about the pregnancy, and when this started?
2	Client	Da tre anni lavoro come assistente amministrativa part-time. La settimana scorsa ho detto al mio capo che sono incinta di quattro mesi, e da allora hanno iniziato a togliermi turni senza spiegazioni.
3	Advisor	How long have you worked there in total, and how many hours were you rostered each week before you made the announcement?
4	Client	Prima facevo venticinque ore alla settimana, tutte le mattine dal lunedì al venerdì. Da quando ho fatto l'annuncio, mi hanno lasciato solo cinque ore, e nessuno mi ha detto perché.
5	Advisor	Since you weren't dismissed, this sounds like ongoing workplace discrimination — that type of case is handled by the Fair Work Ombudsman, not the Commission.
6	Client	Capisco... ma c'è una scadenza per presentare il reclamo? Ho paura di perdere la possibilità se aspetto troppo.
7	Advisor	There's no fixed day limit for Ombudsman complaints, unlike the Commission's twenty-one day unfair dismissal window, which doesn't apply since you weren't dismissed. Lodge soon regardless.
8	Client	Va bene, lo farò al più presto. Come si presenta esattamente questo reclamo al Fair Work Ombudsman?
9	Advisor	You can lodge the complaint online through the Fair Work Ombudsman's website — attach your roster records, payslips, and any messages about the shift changes.
10	Client	Nel frattempo, posso rifiutarmi se mi chiedono di lavorare ancora meno ore, o rischio di perdere anche quelle cinque rimaste?
11	Advisor	Your employer can't cut your shifts further without a valid reason while the Ombudsman reviews this; mediation is usually offered before any formal action.
12	Client	Grazie mille per la spiegazione. Questa settimana raccolgo tutti i documenti — turni, buste paga e messaggi — e presento il reclamo online.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/italian/fit-pregnancy-discrimination/

7. Antenatal Glucose Tolerance Test Appointment · Health

A midwife at Nepean Hospital explains the gestational diabetes screening test arrangements to a pregnant Italian-speaking patient. You will interpret for both parties.

1	Midwife	How many weeks pregnant are you now, Mrs Bianchi? I'd like to arrange your glucose tolerance test at Nepean Hospital before you reach twenty-six weeks of pregnancy.
2	Client	Sono alla venticinquesima settimana di gravidanza. Non ho mai fatto questo esame prima. Può spiegarmi come funziona, per favore?
3	Midwife	You'll need to fast for at least ten hours beforehand - please don't eat or drink anything except plain water after midnight tonight.
4	Client	Va bene, capisco. Quanto dura l'esame in totale? Devo prendere un giorno libero dal lavoro?
5	Midwife	The test takes about two hours in total. We'll take three separate blood samples, then afterwards you can eat breakfast and head home.
6	Client	Capito. E se i risultati non fossero normali, cosa succederebbe dopo?
7	Midwife	If your results come back outside the normal range, we'll refer you to our diabetes in pregnancy clinic for extra monitoring, dietary advice and closer follow-up.
8	Client	Devo cambiare la mia alimentazione già da adesso, prima del test?
9	Midwife	No, please don't change your normal diet beforehand at all - eating differently now could actually affect the accuracy of your results.
10	Client	Va bene, continuerò a mangiare come al solito. A che ora devo presentarmi per l'appuntamento?
11	Midwife	Your appointment is Thursday the fourteenth at seven-thirty in the morning, at Nepean Hospital. Please arrive fifteen minutes early to check in at reception.
12	Client	Perfetto, grazie mille. Sarò lì alle sette e un quarto, allora.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/italian/fit-antenatal-glucose-to/

8. Personal Injury Claim: Car Accident Follow-up · Insurance

A woman injured in a car accident is discussing her personal injury claim with an NRMA insurance officer. You will interpret for both parties.

1	Claims Officer	Mrs. Rinaldi, thank you for coming in today. Since your accident on the Great Western Highway last month, has your shoulder injury stopped you from working at all?
2	Client	Sì, fin dall'incidente non riesco a sollevare il braccio destro sopra la spalla e ho dovuto prendere dieci giorni di congedo dal lavoro.
3	Claims Officer	Did you see a doctor straight away after the accident, and do you currently have a medical certificate covering the days you missed?
4	Client	Sì, sono andata subito al pronto soccorso del Nepean Hospital e il medico mi ha rilasciato un certificato per due settimane.
5	Claims Officer	Are you currently working reduced hours because of the shoulder injury, and has your employer confirmed exactly how many days you've missed so far?
6	Client	Lavoro part-time, tre giorni alla settimana, e il mio datore di lavoro ha già inviato la conferma delle ore perse finora.
7	Claims Officer	Unfortunately, we cannot finalise your claim unless we receive an updated report from your treating orthopaedic specialist very soon.
8	Client	Capisco. Ho già un appuntamento con l'ortopedico la settimana prossima, quindi potrò portare il referto subito dopo la visita.
9	Claims Officer	Good, that's helpful and important information. Please submit that specialist report within two weeks, or the claim assessment will be delayed further.
10	Client	Va bene. Posso caricare il documento direttamente sul portale online della NRMA, oppure devo consegnarlo di persona in ufficio?
11	Claims Officer	You can upload it securely through the NRMA online portal under your claim number; there's no need to visit our office in person.
12	Client	Perfetto, grazie mille. Caricherò il referto sul portale non appena avrò l'appuntamento con l'ortopedico.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/italian/fit-nrma-personal-injury/

9. Recruitment Agent Interview for a Warehouse Position · Employment

A job seeker meets with a recruitment agent about a casual position at a hardware warehouse store in Dubbo. You will interpret for both parties.

1	Recruitment Agent	Thanks for coming in, Ms. Bianchi. Bunnings Warehouse in Dubbo has a casual position available, and I'd like to go through the details with you today.
2	Client	Grazie mille, sono davvero interessata. Ho lavorato per tre anni in un negozio di ferramenta a Milano, quindi conosco già questo tipo di lavoro.
3	Recruitment Agent	That's great experience. Could you confirm your availability? The role requires four shifts of eight hours each week, including some weekends.
4	Client	Sì, posso lavorare quattro giorni alla settimana, anche il sabato. Non ho impegni la domenica, ma preferirei evitare i turni serali se possibile.
5	Recruitment Agent	That works well. The pay rate is twenty-eight dollars fifty per hour, plus casual loading. You'll also need a current National Police Check before starting.
6	Client	Va bene, capisco. Quanto tempo ci vuole di solito per ottenere il certificato della polizia? Ho paura che possa ritardare l'inizio del lavoro.
7	Recruitment Agent	Usually it takes about ten business days, though it can vary. You won't be able to start until the check clears, so please apply this week.
8	Client	Capito, lo farò subito oggi stesso. Un'altra domanda: il mio visto attuale mi permette di lavorare a tempo pieno, giusto? Voglio essere sicura prima di accettare.
9	Recruitment Agent	Yes, but only if your visa condition doesn't restrict working hours. Could you show me your visa grant notice so I can verify this?
10	Client	Certo, ce l'ho qui con me. Il mio visto non ha restrizioni sulle ore di lavoro, quindi dovrebbe andare tutto bene per questa posizione.
11	Recruitment Agent	Perfect, that confirms your eligibility. Once the police check clears, we'll arrange your induction at the Dubbo store next Monday morning.
12	Client	Perfetto, grazie mille per l'aiuto. Sarò pronta lunedì mattina, non vedo l'ora di iniziare questo nuovo lavoro.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/italian/fit-recruitment-agent-du/

10. Asthma Attack: Emergency Department Assessment · Health

An Italian-speaking mother brings her daughter to the emergency department after a severe asthma attack, and you will interpret for both parties.

1	Nurse	Can you tell me exactly what happened before your daughter's breathing suddenly became difficult this afternoon at the local park?
2	Mother	Stava giocando al parco quando ha iniziato a tossire forte, poi si è messa a fischiare col respiro e quasi non riusciva più a parlare.
3	Nurse	How many times did she use her blue reliever puffer before you decided to call the ambulance for help?
4	Mother	Ha usato il puffer blu quattro volte in venti minuti, ma il suo respiro non è migliorato per niente.
5	Nurse	Has she ever been hospitalized for asthma before, and does she currently have a spacer device to use with her puffer at home?
6	Mother	No, non è mai stata ricoverata prima d'ora, e non abbiamo lo spacer — il pediatra non ce l'ha mai prescritto.
7	Nurse	What triggered this particular episode today — did she recently have a cold, or is there perhaps a pet living at home with her?
8	Mother	Ha avuto un raffreddore la settimana scorsa, e abbiamo anche un gatto che dorme spesso nella sua stanza.
9	Nurse	Her oxygen level dropped to ninety-one percent, so we're giving her nebulised medication now and admitting her overnight here at Bankstown Hospital for close observation.
10	Mother	Si spaventerà a restare qui da sola stanotte... posso rimanere con lei in ospedale, per favore?
11	Nurse	Yes, you're welcome to stay with her overnight. If her breathing improves by morning, she won't need extra oxygen and can go home with a written asthma action plan.
12	Mother	Va bene, grazie mille. Domani mattina ne parlerò anche con il nostro medico di famiglia per il controllo successivo.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/italian/fit-asthma-attack-ed-ban/

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