

NAATI CCL Malay Practice Dialogues

10 full English–Malay Bahasa Melayu 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 Malay dialogues with transcripts: naaticcl.com/dialogues/malay.

- 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 at a GP Clinic · Health

A Malay-speaking patient consults a GP about red, discharging eyes and is diagnosed with bacterial conjunctivitis, with treatment guidance given. You will interpret for both parties.

1	GP	Your eyes look quite red and swollen this morning. Can you tell me when the discharge and irritation first began, and which eye started it?
2	Patient	Ia bermula kira-kira tiga hari lalu, mata kanan dahulu. Pagi ini mata melekat dengan cecair kuning, dan rasa gatal sepanjang hari.
3	GP	Have you been in close contact with anyone else who has red or itchy eyes recently, at home, work or school?
4	Patient	Anak saya di tadika ada gejala yang sama minggu lepas. Penglihatan saya tidak terjejas, tetapi kelopak mata melekat sepenuhnya semasa saya bangun pagi tadi.
5	GP	This looks like bacterial conjunctivitis. I'll prescribe antibiotic eye drops, and it's important you wash your hands often and avoid sharing towels.
6	Patient	Berapa kali sehari saya perlu meneteskan ubat ini? Dan adakah mata saya akan pulih sepenuhnya sebelum hujung minggu ini?
7	GP	Use the drops four times a day for seven days. Don't wear contact lenses until the infection has completely cleared, and avoid swimming pools.
8	Patient	Baiklah, saya faham. Tapi saya ada syif kerja di Westfield esok pagi — bolehkah saya pergi kerja walaupun mata masih merah sikit?
9	GP	You shouldn't return to work at Westfield until the discharge has stopped, usually about twenty-four hours after starting treatment, otherwise you risk spreading it.
10	Patient	Anak saya, Danish, masih di tadika sekarang. Adakah dia perlu jumpa doktor sendiri, atau boleh saya kongsi ubat titis yang sama untuk dia?
11	GP	Your son should see his own GP for treatment too. He can't go back to daycare until twenty-four hours after starting his eye drops.
12	Patient	Baiklah, terima kasih. Saya akan pastikan Danish jumpa doktornya sendiri, dan kami akan ikut semua arahan ni supaya jangkitan tak merebak dalam keluarga.

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

2. Cellphone Refund Dispute · Consumer Affairs

A customer's phone stopped working three days after purchase, but the store manager refused a refund citing a seven-day policy, so she is seeking help from NSW Fair Trading. You will interpret for both parties.

1	Officer	Before we go further, tell me exactly what the shop assistant said when you asked for a refund on the phone.
2	Client	Saya beli telefon di sebuah kedai di Bankstown minggu lepas. Selepas tiga hari, telefon itu terus tidak boleh dicas langsung. Bila saya pergi minta pulangkan wang, pengurus kedai kata mereka tidak terima pemulangan selepas tujuh hari.
3	Officer	Under Australian Consumer Law, a phone that stops working properly doesn't have to meet the store's own seven-day return deadline, because a genuine fault changes the rules.
4	Client	Jadi apa yang patut saya buat sekarang? Resit pembelian itu masih ada dengan saya.
5	Officer	You can lodge a written complaint with NSW Fair Trading, attach your receipt, and they'll contact the retailer directly to try to resolve this before it goes further.
6	Client	Berapa lama biasanya proses seperti ini mengambil masa sebelum saya dapat sebarang jawapan daripada mereka?
7	Officer	The timeframe really depends on how quickly the retailer responds to Fair Trading's letter, so I can't promise you an exact number of days for a reply.
8	Client	Kalau kedai itu masih enggan beri refund selepas semua ini, apa pula langkah seterusnya yang boleh saya ambil?
9	Officer	If the store still refuses after that, you can apply to NCAT, though the filing fee depends on how much money you're claiming back.
10	Client	Adakah saya perlu upah seorang peguam untuk pergi berhadapan dengan NCAT ini nanti?
11	Officer	You don't need a lawyer for that hearing; NCAT is set up so ordinary consumers can represent themselves without legal help.
12	Client	Baiklah, terima kasih banyak-banyak. Sekarang saya faham apa langkah yang perlu saya ambil selepas ini.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/malay/fms-cellphone-refund-con/

3. Disputing a Rejected CTP Injury Claim · Insurance

A Malay-speaking client's CTP personal injury claim has been rejected by his insurer, and a claims officer explains how to dispute the decision through the NSW Personal Injury Commission. You will interpret for both parties.

1	Claims Officer	Thanks for coming in today, Encik Rahman. NRMA Insurance rejected your CTP claim, so let's talk about your options for disputing that decision.
2	Client	Kenapa tuntutan saya ditolak? Saya cedera teruk semasa kemalangan di Parramatta Road bulan lepas, dan saya perlukan rawatan lanjut.
3	Claims Officer	Rejected CTP disputes don't go back to the insurer — they're reviewed by the Personal Injury Commission, an independent statutory body in New South Wales.
4	Client	Jadi bagaimana saya nak buat rayuan ni? Perlukah saya isi borang khas untuk hantar ke Suruhanjaya tu?
5	Claims Officer	You can't lodge a dispute without the insurer's rejection letter attached, along with your medical certificate and the police event number.
6	Client	Okay, kemalangan saya berlaku pada empat belas Ogos. Berapa banyak dokumen yang saya perlu sediakan?
7	Claims Officer	You'll need at least three documents: the rejection letter, your medical certificate, and the police event number from the crash on 14 August.
8	Client	Berapa lama biasanya proses ni mengambil masa sebelum saya dapat jawapan?
9	Claims Officer	The Commission assesses each case individually, so I can't give you an exact timeframe — but you'll get written updates as your claim progresses.
10	Client	Bolehkah saya bawa peguam atau seseorang untuk bantu saya semasa proses ni?
11	Claims Officer	Yes, you can bring a lawyer or support person, though it isn't compulsory — many people manage the process on their own.
12	Client	Baiklah, terima kasih banyak-banyak. Saya akan siapkan semua dokumen dan hubungi Suruhanjaya secepat mungkin.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/malay/fms-ctp-claim-rejected-d/

4. Applying for Divorce After Separation · Legal

A family lawyer discusses the process of applying for divorce after twelve months of separation, and property settlement, with a Malaysian client; You will interpret for both parties.

1	Family Lawyer	Thanks for coming in today, Puan Aishah. Can you tell me how long you and your husband have actually been separated for?
2	Client	Kami sudah berpisah selama tiga belas bulan, tetapi kami masih tinggal serumah kerana faktor kewangan, jadi keadaan agak sukar buat masa ini.
3	Family Lawyer	That's fine — living under one roof doesn't automatically disqualify you, provided you can clearly prove you've been separated. Did you keep your finances separate?
4	Client	Ya, kami sudah ada akaun bank berasingan dan kami tidak lagi berkongsi sebarang perbelanjaan rumah tangga sejak bulan Januari lalu.
5	Family Lawyer	Good, that's helpful. You'll need to file your application with the Federal Circuit and Family Court of Australia once the full 12 months has passed.
6	Client	Baiklah, saya faham. Bolehkah kita mula membincangkan pembahagian harta sebelum kita memfailkan permohonan cerai itu?
7	Family Lawyer	Yes, you can certainly start discussing property settlement now, but legally you must apply within 12 months after the divorce order is finalised.
8	Client	Kami ada dua orang anak yang masih kecil. Adakah kami perlu menyediakan rancangan penjagaan anak sebelum memohon cerai?
9	Family Lawyer	Not necessarily, but the court will still want evidence that proper, safe arrangements are already in place for your children's ongoing care and welfare.
10	Client	Kami sudah cuba mediasi bulan lepas, tetapi ia tidak berjaya langsung. Jadi apa yang perlu kami lakukan seterusnya?
11	Family Lawyer	That's fine — mediation isn't compulsory if there's family violence, or if genuine attempts have already failed, as in your particular situation here.
12	Client	Baiklah, terima kasih banyak. Saya akan mulakan proses memfailkan permohonan cerai sebaik sahaja tempoh dua belas bulan itu genap.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/malay/fms-divorce-separation-a/

5. Employment Consultant Prepares Job Seeker for Retail Interview

Employment

A job seeker meets a female employment consultant to prepare for an upcoming retail interview and discuss further training options; you will interpret for both parties.

1	Employment Consultant	Before we talk about the interview, let's check your progress together. Have you finished updating your resume since our last appointment, and did you submit the online application form?
2	Job Seeker	Ya, Puan. Saya sudah kemas kini resume saya dan hantar borang permohonan itu secara dalam talian semalam. Adakah ada temu duga yang akan datang?
3	Employment Consultant	There's an interview arranged with Bunnings Warehouse in Ballarat this Thursday at 10:30am, lasting roughly forty-five minutes. Are you able to attend, or would another time suit better?
4	Job Seeker	Baik, Puan, saya boleh hadir pada hari Khamis itu. Apa yang perlu saya bawa untuk temu duga tersebut?
5	Employment Consultant	Please bring two copies of your updated resume and a valid form of photo identification for verification purposes.
6	Job Seeker	Faham, Puan. Saya akan bawa dua salinan resume dan kad pengenalan bergambar. Apa yang perlu saya buat selepas temu duga itu?
7	Employment Consultant	If you don't hear back from Bunnings Warehouse within five business days, please contact our office so we can follow up together.
8	Job Seeker	Baik, Puan. Jika saya tidak berjaya kali ini, adakah terdapat kursus latihan yang boleh membantu saya cari kerja lain?
9	Employment Consultant	There's also a four-week certificate course through Jobs Victoria that could strengthen your warehouse skills further. Would you like more details about enrolling online?
10	Job Seeker	Kursus empat minggu itu kedengaran berguna, Puan. Berapakah kosnya, dan adakah saya layak untuk menyertainya?
11	Employment Consultant	The course itself is free, but you'll need to attend every session to receive the certificate afterwards.
12	Job Seeker	Baiklah, Puan, memandangkan kursus itu percuma, saya akan hadir setiap sesi untuk dapatkan sijil tersebut. Terima kasih banyak.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/malay/fms-employment-agent-int/

6. Angina Assessment and Angiogram Preparation · Health

A Malaysian patient at Liverpool Hospital describes chest pain symptoms to a nurse and learns details about an upcoming angiogram procedure. You will interpret for both parties.

1	Nurse	Mr. Yusof, does the tightness in your chest come on when you're walking or climbing stairs, or does it happen even when you're sitting still?
2	Patient	Ia berlaku bila saya naik tangga atau berjalan laju, bukan masa saya berehat. Biasanya ia tahan lima hingga sepuluh minit, dan berlaku hampir setiap hari minggu ini.
3	Nurse	That pattern suggests your heart isn't getting enough blood during activity. We'd like to book you for an angiogram at Liverpool Hospital this Thursday.
4	Patient	Baiklah, tapi berapa lama prosedur angiogram ini biasanya mengambil masa, dan adakah saya perlu bawa seseorang bersama saya?
5	Nurse	The angiogram usually takes about forty-five minutes, and yes, you'll need someone to drive you home afterwards since you can't drive yourself that day.
6	Patient	Saya ada alahan kepada penisilin sejak kecil. Adakah ia sama jenis dengan alahan kepada bahan kontras yang digunakan dalam angiogram ini?
7	Nurse	No, a penicillin allergy isn't the same as a contrast dye reaction, though we'll still note it and monitor you closely during the procedure.
8	Patient	Baiklah, terima kasih kerana jelaskan. Adakah saya perlu berpuasa sebelum angiogram ini, dan sejak bila saya patut berhenti makan?
9	Nurse	You must not eat or drink anything after midnight the night before, but you can take your regular heart medication with a small sip of water.
10	Patient	Baik, saya faham. Selepas prosedur ini, berapa lama saya perlu berehat sebelum boleh kembali bekerja sebagai pemandu teksi?
11	Nurse	If there are no complications, you'll go home the same day, but you shouldn't drive for twenty-four hours and should rest for two to three days.
12	Patient	Baiklah, saya akan uruskan cuti kerja saya. Terima kasih banyak-banyak atas penjelasan yang jelas ini.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/malay/fms-angina-angiogram-mal/

7. Formal Complaint Against an Electrician · Consumer Affairs

A man lodges a formal complaint with a consumer affairs officer after an electrician failed to complete rewiring work and stopped responding. You will interpret for both parties.

1	Officer	Please tell me exactly what happened with the electrician you hired to rewire your house in Newcastle last month, including what he promised to finish.
2	Client	Saya upah seorang juruelektrik untuk mengubah suai pendawaian rumah saya di Newcastle bulan lepas. Dia janji siapkan kerja itu dalam masa tiga hari, tetapi mengenakan bayaran lapan ratus lima puluh dolar dan tidak menyiapkannya.
3	Officer	Did you sign a written contract with him, and does it mention a specific completion date or timeframe for the work?
4	Client	Ya, kami menandatangani kontrak, tetapi tiada tarikh siap dinyatakan secara khusus di dalamnya.
5	Officer	Have you tried contacting the electrician directly, either by phone or in writing, to ask him to finish the job or return your deposit?
6	Client	Saya sudah menghubunginya tiga kali melalui telefon dan juga secara bertulis melalui mesej, tetapi dia langsung tidak membalas.
7	Officer	I will lodge a formal complaint with NSW Fair Trading on your behalf this afternoon, referencing your contract and payment receipt.
8	Client	Baiklah, terima kasih banyak. Apa yang akan berlaku selepas aduan ini didaftarkan dengan Fair Trading?
9	Officer	Fair Trading will contact the electrician and ask him to respond; if he doesn't cooperate or resolve this, you may apply to NCAT for a formal hearing.
10	Client	Berapa lama proses ini biasanya mengambil masa, dan adakah saya perlu membayar yuran untuk memohon di NCAT?
11	Officer	The timeframe varies depending on the case, and NCAT does charge an application fee, though the exact amount depends on your claim's value.
12	Client	Baiklah, saya faham sepenuhnya. Terima kasih banyak atas bantuan anda dalam kes ini.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/malay/fms-formal-complaint-ele/

8. Physiotherapy Claim Waiting Period · Insurance

Mr. Rahman speaks with a Medibank claims officer about why his physiotherapy claim was rejected due to a waiting period. You will interpret for both parties.

1	Claims Officer	Thanks for waiting, Mr. Rahman. I've checked your physiotherapy claim with Medibank Private and need to explain why the payment was declined.
2	Client	Emm, kenapa tuntutan saya ditolak? Saya sertai Medibank bulan Mac lepas dan ingat semua rawatan macam ni terus dilindungi lepas mendaftar.
3	Claims Officer	Your claim was rejected because it fell within the standard two-month waiting period that applies to general treatment items, such as physiotherapy visits.
4	Client	Oh begitu ke? Bila tarikh sebenar saya mula jadi ahli? Saya tak berapa ingat, tapi rasanya awal bulan Mac.
5	Claims Officer	You joined Medibank on the third of March, so your two-month waiting period actually ends on the third of May, not twelve months later.
6	Client	Tapi kawan saya kata ada tempoh menunggu dua belas bulan untuk sesetengah rawatan. Adakah itu terpakai untuk fisioterapi saya juga?
7	Claims Officer	That's correct—longer twelve-month waiting periods usually apply to pre-existing conditions, major dental treatment, or obstetrics, not routine physiotherapy sessions like yours.
8	Client	Baguslah kalau macam tu. Jadi saya patut buat apa sekarang untuk dapatkan bayaran balik saya?
9	Claims Officer	Once the third of May passes, please resubmit your claim through the Medibank app, attaching the paid physiotherapy receipt and your GP referral.
10	Client	Okay, saya faham. Lepas saya hantar semula, berapa lama biasanya sebelum bayaran balik saya masuk?
11	Claims Officer	Once it's resubmitted, processing usually takes around ten business days, though it can take longer depending on how complex the claim turns out to be.
12	Client	Baiklah, terima kasih banyak. Saya akan tunggu sampai tiga Mei dan hantar semula tuntutan melalui aplikasi Medibank.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/malay/fms-physio-claim-waiting/

9. Police Interview: Witness Statement for a Hit-and-Run · Legal

A Malay-speaking witness who saw a hit-and-run collision outside a Bunnings Warehouse in Blacktown attends a NSW Police interview to give her statement. You will interpret for both parties.

1	Officer	Thanks for coming in, Puan Yusof. We're recording this formal interview today about the collision you witnessed on Saturday evening outside Bunnings Warehouse in Blacktown, near the main entrance.
2	Client	Ya, saya nampak kereta itu melanggar seorang penunggang basikal kira-kira pukul enam empat puluh lima petang, betul-betul di tempat letak kereta Bunnings di Blacktown.
3	Officer	Before we continue, can you please describe the vehicle for us—its colour, approximate size, and any distinguishing features you noticed at the time?
4	Client	Keretanya berwarna kelabu gelap, nampak seperti sedan buatan Jepun, tetapi saya tidak sempat melihat nombor plotnya kerana semuanya berlaku dengan pantas.
5	Officer	How far were you standing from the point of collision when it happened, and did anything obstruct your view at that moment?
6	Client	Saya rasa saya berdiri kira-kira dua puluh meter dari tempat kejadian, dan pandangan saya agak jelas ketika itu.
7	Officer	Bunnings has CCTV cameras covering the entire car park area; if the footage confirms your account, it may strengthen the case considerably.
8	Client	Baiklah. Jadi adakah saya perlu buat apa-apa lagi selepas ini, atau adakah pegawai akan menghubungi saya semula?
9	Officer	An investigating officer may contact you again only if further information is required; there's no fixed timeframe set for that step.
10	Client	Baik, saya faham. Jadi adakah saya perlu menandatangani sesuatu hari ini sebelum saya pulang ke rumah?
11	Officer	Yes, you'll sign the written statement today, and you're welcome to request a copy for your own personal records if needed.
12	Client	Baiklah, saya faham sepenuhnya dan saya sedia menandatangani kenyataan itu sekarang.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/malay/fms-police-interview-wit/

10. Fired Without Notice: Unfair Dismissal Advice · Employment

A Malaysian warehouse worker seeks advice from a Fair Work Commission case officer after being dismissed from her job in Dandenong, you will interpret for both parties.

1	Case Officer	Thanks for coming in today. Can you tell me exactly when your employer ended your employment, and did they provide any written reason at that time?
2	Worker	Saya dipecat hari Khamis lepas. Pengurus saya cuma cakap secara lisan yang syarikat sedang buat penyusunan semula, tapi tak ada sebarang surat bertulis diberikan.
3	Case Officer	Did you receive any termination letter or final payslip showing your last day of work, and how long had you been employed there before this happened?
4	Worker	Saya tak dapat sebarang surat pemberhentian atau slip gaji terakhir yang tunjuk hari akhir saya bekerja. Saya dah bekerja di sana selama tiga tahun empat bulan sebelum ini berlaku.
5	Case Officer	That's important. Under the Fair Work Commission rules, you generally have 21 days from your dismissal date to lodge an unfair dismissal claim.
6	Worker	Apa akan jadi kalau saya terlepas tempoh dua puluh satu hari tu? Saya risau sebab saya baru tahu pasal proses ini minggu ini.
7	Case Officer	If you miss the 21 days, the Commission generally won't accept your late application unless you can show exceptional circumstances caused the delay.
8	Worker	Oh, itu buat saya risau. Saya memang lambat sikit sebab saya sakit dan kena masuk hospital seminggu selepas dipecat. Apa yang perlu saya buat sekarang?
9	Case Officer	First, I'll help you complete the F2 application form today, then submit it online through the Fair Work Commission's portal before Friday this week.
10	Worker	Baiklah, saya boleh datang esok untuk isi borang tu bersama-sama. Ada beberapa rakan sekerja yang boleh jadi saksi kalau perlu.
11	Case Officer	Yes, witness statements definitely help. Also bring your employment contract, recent payslips, and any messages showing the real reason wasn't genuine redundancy.
12	Worker	Terima kasih banyak. Saya akan kumpul kontrak, slip gaji, dan mesej-mesej berkaitan sebelum jumpa awak semula hari Jumaat ini.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/malay/fms-employment-unfair-di/

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