

NAATI CCL Swahili Practice Dialogues

10 full English–Swahili Kiswahili 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 Swahili dialogues with transcripts: naaticcl.com/dialogues/swahili

- 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 Conjunctivitis Consultation · Health

A Swahili-speaking patient attends a clinic with symptoms of acute conjunctivitis and is assessed by a practice nurse. You will interpret for both parties.

1	Practice Nurse	Let's take a look at your eyes - you mentioned redness and yellow discharge since Monday morning, is that correct?
2	Patient	Ndiyo, macho yangu yamekuwa mekundu tangu Jumatatu asubuhi, na kuna usaha mweupe unaotoka hasa ninapoamka.
3	Practice Nurse	Have you noticed any itching, blurred vision, or pain? Has anyone at home or work had similar red, sticky eyes recently?
4	Patient	Hakuna maumivu makali, lakini macho yanawasha kidogo. Mtoto wangu wa shule pia alikuwa na macho mekundu wiki iliyopita.
5	Practice Nurse	I'll take a swab to check for infection. I can't prescribe antibiotic drops myself, but our GP will review the result and decide if you need one.
6	Patient	Sawa, itachukua muda gani kupata matokeo ya kipimo hicho?
7	Practice Nurse	Results usually come back within 48 hours. Please avoid touching your eyes, wash your hands often, and stay home from work until then.
8	Patient	Naelewa. Je, mtoto wangu anaweza kwenda shule kesho, au inampasa kubaki nyumbani pia?
9	Practice Nurse	He should stay home too if his eyes are still red. Once the GP reviews your swab, they'll send any prescription electronically to your pharmacy.
10	Patient	Asante. Je, huduma hii itanigharimu pesa, au inalipwa kupitia Medicare?
11	Practice Nurse	This clinic bulk-bills through Medicare, so there's no out-of-pocket cost today. If your eyes haven't improved in three days, please come back.
12	Patient	Asante sana muuguzi, nitarudi wiki hii kama hali haijawa nzuri.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/swahili/fsw-acute-conjunctivitis/

2. Redundancy Meeting at Bunnings Warehouse · Employment

A Swahili-speaking employee at a Bunnings Warehouse is informed his position has been made redundant due to company restructuring; you will interpret for both parties.

1	HR Manager	Mr. Otieno, thank you for coming in today. I need to let you know your position at Bunnings Dandenong is being made redundant, effective this Friday.
2	Client	Kwani nimefanya kosa gani? Sikutarajia hili kabisa, hasa baada ya kufanya kazi hapa kwa miaka mitatu.
3	HR Manager	This is due to a company-wide restructuring, not your performance. Bunnings is reducing several roles across Victoria this quarter, and unfortunately your role was one of them.
4	Client	Sawa, lakini nitapata malipo gani kabla ya kuondoka? Je, likizo yangu ambayo sijachukua italipwa?
5	HR Manager	You'll receive four weeks' notice pay, plus payment for any accrued annual leave you haven't used. Your final payslip will show the full breakdown before Friday.
6	Client	Hii inaonekana si haki kwangu. Je, ninaweza kupinga uamuzi huu mahali fulani?
7	HR Manager	If you believe the dismissal was unfair, you can lodge a claim with the Fair Work Commission, but you must do so within twenty-one days of today.
8	Client	Asante kwa maelezo hayo. Je, unaweza kunipa barua ya utambulisho itakayonisaidia kutafuta kazi nyingine?
9	HR Manager	Yes, I'll prepare a written reference outlining your role and performance. Your redundancy pay will be calculated based on your length of service, roughly three years.
10	Client	Naelewa. Je, mchango wangu wa uzeeni umelipwa vizuri hadi sasa?
11	HR Manager	Your superannuation contributions are fully up to date; there are no outstanding payments owed. You'll receive your certificate of service by post next week.
12	Client	Asante sana kwa maelezo yote. Nitawasiliana na Tume ya Fair Work kama itahitajika.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/swahili/fsw-bunnings-redundancy/

3. Understanding a Gap Payment After Knee Surgery · Insurance

A Swahili-speaking client calls his Bupa claims officer to understand a gap payment for his knee surgery. You will interpret for both parties.

1	Officer	Thanks for calling Bupa, Mr Mwinyi. I've got your claim for the knee reconstruction at Orange Base Hospital open on my screen right now.
2	Client	Asante kwa kunieleza. Nimepokea barua ikisema nitalipa dola mia saba na hamsini zaidi. Sielewi kwa nini bima haikulipa gharama zote za upasuaji wangu.
3	Officer	That extra amount is your policy excess of seven hundred and fifty dollars, which applies once per hospital admission.
4	Client	Sikumbuki kuchagua kiwango hicho cha excess. Je, nilichagua bila kufahamu wakati nikijiunga na huduma hii ya bima?
5	Officer	You chose that excess level when you took out the policy, to keep your premium lower. You can raise or lower it at your next renewal.
6	Client	Na kipindi cha kusubiri cha miezi kumi na miwili kwa upasuaji wa viungo, je hicho pia kilihusika katika kesi yangu?
7	Officer	No, that wasn't an issue — you'd already served the twelve-month waiting period for joint surgery. If you hadn't, we wouldn't have paid any benefit at all.
8	Client	Nafarijika kusikia hivyo. Sasa, nitalipaje hiyo tofauti ya dola? Je, kuna njia ya kulipa kidogo kidogo badala ya mara moja?
9	Officer	You can pay the gap through BPAY within fourteen days, or ring the hospital's billing office to set up a payment plan instead.
10	Client	Nina mpango wa kufanya upasuaji wa goti la pili mwakani. Je, nitalazimika kulipa hiyo excess tena?
11	Officer	Yes, it's a separate admission, so the excess applies again — but only once per person per calendar year, so you won't pay it twice.
12	Client	Asante sana kwa maelezo haya, sasa nimeelewa vizuri zaidi kuhusu malipo yangu na mpango wa bima.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/swahili/fsw-bupa-knee-surgery-ga/

4. Cellphone Refund Dispute · Consumer affairs

A client whose phone from JB Hi-Fi in Dubbo stopped charging after ten days is seeking advice after the retailer refused a refund. You will interpret for both parties.

1	Advisor	Thanks for coming in — tell me what happened with the phone you bought, and when the problem started.
2	Client	Nilinunua simu katika duka la JB Hi-Fi mjini Dubbo, na baada ya siku kumi tu ilianza kuacha kuchaji vizuri. Niliporudi dukani, muuzaji alikataa moja kwa moja kunirudishia pesa zangu.
3	Advisor	Do you still have the original receipt, and did you purchase any extended warranty or insurance with the phone?
4	Client	Ndiyo, bado nina risiti yangu. Sikuchukua bima ya ziada, na sijawahi kuitumia vibaya — nimekuwa nikiitumia kama kawaida tangu nilipoinunua.
5	Advisor	Under Australian Consumer Law, if the phone has a major fault, you're entitled to a refund, repair, or replacement — the retailer can't simply refuse or just offer store credit.
6	Client	Basi nifanye nini sasa, ikiwa muuzaji amekataa moja kwa moja kunisaidia?
7	Advisor	You can lodge a written complaint with NSW Fair Trading, attaching your receipt and a clear note describing exactly what went wrong with the phone.
8	Client	Je, ni lazima kwanza nirudi tena dukani kabla sijawasiliana na Fair Trading?
9	Advisor	Not necessarily — if you've already asked the store directly and they refused to help, you can go straight to Fair Trading for assistance.
10	Client	Nafahamu, asante. Lakini je, mchakato huu wote unaweza kuchukua muda gani hadi nipate suluhu?
11	Advisor	There's no fixed number of days for this — simple cases can sometimes settle within a few weeks, but if it ends up going to NCAT, it may take considerably longer.
12	Client	Nimeelewa vizuri sasa. Angalau ninajua hatua za kufuata, hata kama muda si dhahiri. Asante sana kwa msaada wako.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/swahili/fsw-cellphone-refund-dis/

5. Divorce Application Consultation · Legal

A Swahili-speaking client consults a solicitor at a legal aid centre about the divorce application process and separation requirements. You will interpret for both parties.

1	Solicitor	Thank you for coming in today, Mrs. Kessy. Can you tell me how long you and your husband have been separated?
2	Client	Tumekuwa tukiishi mbali tangu mwezi wa Machi mwaka jana, kwa hiyo ni zaidi ya miezi kumi na miwili sasa.
3	Solicitor	To apply for divorce in Australia, you must show you've been separated for at least twelve months, and you must not have lived together again during that time.
4	Client	Hapana, hatujawahi kuishi pamoja tena tangu wakati huo, hata kwa siku moja.
5	Solicitor	Do you have any children together, and have you already agreed on living and financial arrangements for them?
6	Client	Tuna watoto wawili, mmoja ana miaka kumi na mwingine ana miaka kumi na minne, na bado hatujakubaliana kikamilifu kuhusu malezi.
7	Solicitor	You'll need to file an application with the Federal Circuit and Family Court of Australia, and then formally serve your husband with the documents.
8	Client	Yeye kwa sasa anaishi Melbourne na sijui anwani yake kamili, je hilo litakuwa tatizo?
9	Solicitor	If you can't locate him, the court may actually allow substituted service, but you'll need to file an affidavit explaining your attempts to find him.
10	Client	Naelewa, basi nitaandaa hati hiyo. Je, itabidi tuende mahakamani kwa ajili ya usikilizwaji?
11	Solicitor	Since your children are under eighteen, the court must be satisfied their care arrangements are proper, though a hearing usually isn't required.
12	Client	Asante sana kwa maelezo, nitawasilisha maombi haraka iwezekanavyo na kuandaa mpango wa malezi ya watoto.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/swahili/fsw-divorce-application/

6. Formal Complaint Against an Electrician · Consumer Affairs

A Swahili-speaking female client in Dubbo lodges a formal complaint about faulty wiring work done by a licensed electrician in her home, and you will interpret for both parties.

1	Officer	Tell me exactly what happened when the electrician rewired the switchboard and all the power points in your Dubbo home last month.
2	Client	Alifika Ijumaa iliyopita akabadilisha waya za soko la umeme jikoni na sebuleni. Sasa taa zinameremeta na soketi mbili hazifanyi kazi kabisa.
3	Officer	How much did you pay him in total for that rewiring job, and do you still have the original receipt or invoice?
4	Client	Nilimlipa dola mia nane na hamsini kwa kazi yote, na ninao risiti yake ya awali nyumbani.
5	Officer	If the wiring wasn't checked and signed off by a licensed inspector afterwards, that's actually a serious safety breach under NSW regulations.
6	Client	Hapana, hakuniambia kwamba mkaguzi alikuja kuangalia kazi yake. Sikuwahi kupata cheti chochote cha ukaguzi kutoka kwake.
7	Officer	You can lodge a formal complaint with NSW Fair Trading against his electrical licence. They'll contact him directly and try to negotiate a repair or refund.
8	Client	Sawa, nitapenda kufanya hivyo. Je, atalazimika kunirudishia pesa zangu kama kazi yake haikufanywa vizuri?
9	Officer	There's no fixed number of days for his reply written anywhere in the rules, but Fair Trading usually follows up fairly quickly once it's registered online.
10	Client	Naelewa. Ni sawa ikiwa hakuna tarehe maalum, lakini nataka jibu kabla soketi hizo kusababisha hatari zaidi nyumbani.
11	Officer	Upload the invoice, clear photos of the faulty wiring, and any inspection report through the Fair Trading online complaint portal, never by email.
12	Client	Nitapakia risiti na picha za waya usiku wa leo. Asante kwa kunielekeza vizuri kuhusu hatua zinazofuata.

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

7. Managing Angina Symptoms and Stress Test Preparation · Health

A patient visits a cardiology clinic to describe chest pain symptoms while the doctor arranges a stress test and explains preparation instructions; you will interpret for both parties.

1	Cardiologist	Mr. Mwangi, before we start today, can you tell me exactly when this chest tightness usually comes on and how long it typically lasts?
2	Patient	Daktari, maumivu yanakuja ninapopanda ngazi haraka au kutembea mwendo wa kasi mlimani. Yanadumu kama dakika tano na yanapungua ninapopumzika.
3	Cardiologist	Does the pain ever spread to your arm, shoulder, or jaw, and have you ever collapsed or lost consciousness during an episode?
4	Patient	Sijawahi kupoteza fahamu, lakini mara nyingine maumivu yanaenea hadi mkono wangu wa kushoto na wakati mwingine hata shavu la kushoto.
5	Cardiologist	We'll book you for a stress test at Prince of Wales Hospital next Thursday morning, and please arrive by nine thirty.
6	Patient	Je, nitahitaji kufunga chakula kabla ya kipimo hicho? Kama ndiyo, ni kwa muda gani hasa?
7	Cardiologist	Yes, please fast for eight hours beforehand, avoid caffeine, and don't take your morning blood pressure tablets until after the test.
8	Patient	Sawa, nitafunga kama ulivyoshauri. Je, kuna dawa ninayoweza kubeba nami endapo maumivu yatanijia nje ya nyumba?
9	Cardiologist	I'll prescribe a GTN spray for you. Use it under your tongue if the pain lasts longer than ten minutes, and call triple zero if it doesn't ease.
10	Patient	Nimesikia dawa hiyo inaweza kusababisha maumivu ya kichwa. Je, hali hiyo ni ya kawaida na itapita yenyewe?
11	Cardiologist	A mild headache is fairly common and should pass quickly. If your lips turn blue or you feel faint, seek emergency care immediately.
12	Patient	Nashukuru sana kwa maelezo, daktari. Nitakuwa tayari kwa kipimo Alhamisi asubuhi na nitabeba dawa hiyo popote nitakapokwenda.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/swahili/fsw-angina-stress-test-p/

8. Joining a Union at Work · Employment

A union organiser explains membership fees, cancellation flexibility and support processes to a Swahili-speaking kitchen hand at a Woolworths store in Melbourne. You will interpret for both parties.

1	Organiser	Thanks for coming in today, Juma. You mentioned you're interested in joining the union at Woolworths — could you tell me a little about your current role and hours?
2	Client	Ndiyo, mimi ni mfanyakazi wa jikoni pale Woolworths tangu miezi sita iliyopita. Nataka kujiunga na chama ili kupata msaada endapo kuna tatizo la ajira.
3	Organiser	That's great. Membership costs a small fortnightly fee, and there's no lock-in contract — you can cancel whenever you choose, without any penalty.
4	Client	Naelewa. Je, ada hiyo ni kiasi gani, na nikijiunga leo, nitaanza kulindwa lini dhidi ya matatizo kazini?
5	Organiser	The fee is about ten dollars a fortnight, deducted directly from your pay. Your cover and support start as soon as your membership is confirmed.
6	Client	Sawa, hiyo ni nzuri. Je, nitapata kadi ya uanachama, na itakuja vipi hadi kwangu?
7	Organiser	Yes, a card will be posted to your home address once your details are processed — there's no fixed date, but that doesn't affect when your cover starts.
8	Client	Sawa, sio tatizo. Je, nikiwa na mgogoro na meneja wangu Ijumaa hii, naweza kuwasiliana na nani kwa msaada?
9	Organiser	You'd always call our union hotline directly, or speak with the workplace delegate at your store before any meeting with management.
10	Client	Vizuri, hilo linanipa amani ya moyo. Nitajaza fomu sasa hivi ili nianze mchakato wa uanachama.
11	Organiser	Perfect. Sign here, and I'll register you with the SDA today, so your workplace rights are properly documented from now on.
12	Client	Asante sana kwa msaada wako. Nahisi salama zaidi sasa nikijua nina chama kinachoniunga mkono kazini.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/swahili/fsw-join-union-woolworth/

9. Health Insurance Claim Follow-up · Insurance

An insurance claims officer discusses the progress of a client's health insurance claim for knee surgery with a Swahili-speaking client. You will interpret for both parties.

1	Claims Officer	Thanks for calling Bupa, Mr. Otieno. I see you're following up on the claim for your knee surgery at Cabrini Hospital. Could you confirm your policy number for me?
2	Client	Asante kwa kujibu. Nambari yangu ya sera ni B736504. Upasuaji wangu ulifanyika wiki iliyopita, na daktari alisema nitalipiwa ndani ya siku kumi na nne.
3	Claims Officer	Thank you. I have your file open. Before we can process this, we need the specialist's itemised invoice and the discharge summary from the hospital.
4	Client	Nina bili hiyo kutoka kwa daktari bingwa, lakini hospitali bado hawajanipa muhtasari wa kutoka. Nitaupata lini?
5	Claims Officer	You'll need to request that directly from the hospital's records office. Without the discharge summary, we cannot finalise the claim, unfortunately.
6	Client	Sawa, nitawapigia simu leo. Baada ya kuwasilisha nyaraka zote, itachukua muda gani kupata malipo?
7	Claims Officer	Once we receive the complete paperwork, processing usually takes up to ten business days before the refund is deposited into your account.
8	Client	Vizuri, huo ni muda mzuri. Je, malipo yataingia moja kwa moja kwenye akaunti yangu ya benki?
9	Claims Officer	Yes, direct deposit. Just note that if your policy excess hasn't been paid yet, the claim won't be released until that's settled.
10	Client	Naona. Excess yangu ni kiasi gani, na je naweza kuilipa mtandaoni?
11	Claims Officer	Your excess is five hundred dollars, and yes, you can pay it securely through the Bupa app before Friday.
12	Client	Sawa, nitalipa jioni ya leo kupitia programu. Asante kwa maelezo, nitawasiliana tena baada ya kupata muhtasari wa hospitali.

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

10. Police Interview: Witness Statement · Legal

A Swahili-speaking witness gives a statement to police at Dubbo Police Station about a vehicle theft he observed, and you will interpret for both parties.

1	Officer	Thank you for coming to Dubbo Police Station this afternoon, Mr Mwangi. Before we start, I'll record this interview—are you comfortable proceeding in Swahili with an interpreter present?
2	Witness	Asante afisa. Ndiyo, niko tayari, na ninapendelea tuendelea kwa Kiswahili ili nieleze kila kitu vizuri kupitia mkalimani.
3	Officer	Can you tell me what time you saw the vehicle leave the car park on Monday night, and where exactly you were standing?
4	Witness	Nilikuwa nimesimama karibu na mlango wa nyuma wa duka nikingoja teksu, na niliona gari likiondoka karibu saa tano na nusu usiku, Jumatatu.
5	Officer	Did you notice the number plate or any part of it, and roughly how fast was the car travelling when it left?
6	Witness	Sikuweza kuona namba nzima, lakini nilibaini herufi mbili za mwanzo, BX, na gari lilikuwa likienda kwa kasi sana, karibu kilomita themanini kwa saa.
7	Officer	You don't need to guess if you're unsure—only tell me what you actually saw, even if it seems small.
8	Witness	Naelewa, sitabashiri. Kile nilichokiona hasa ni gari jeusi aina ya SUV, na dereva alikuwa amevaa koti jekundu.
9	Officer	Your statement will be typed up and read back to you before you sign it; you can ask for any corrections at any point.
10	Witness	Sawa, ninashukuru kwa hilo. Nataka kuhakikisha kila neno ni sahihi kabla ya kutia sahihi.
11	Officer	Here's your reference number, CAD 4471. If any new details come to mind, please contact the station directly rather than waiting for us to call.
12	Witness	Asante, nitaandika namba hiyo. Kama nikiambuka jambo lingine, nitapiga simu kituoni mwenyewe badala ya kusubiri.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/swahili/fsw-police-witness-inter/

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