***Please note:***

***none of the dialogues are 100% exact. I would guess 85% are real and 15% are simulated as students cannot recall each words, phrases, or sequences. However, these are the foundations which will help students to pass at one attempt.***

**Dona – director of childcare centre**

2 days week causal childcare

e: hi I am Dona the director of childcare centre. how can I help you?

n: I have got 3 years old daughter. from next week I need a childcare centre.

e. no space for 5 days. but you can bring her on wed n thru. will it be helpful?

n. yes same day class. studying for degree (something similar). this will be good for me.

e. that is a great news. please fill up the form and bring the immunization letter before the enrolment.

n. ok I have got all vaccination letter and I have the certificate. do i need to send food or you will provide?

e. yes, please send 2 fruits. also send change clothes if not trained to go to the toilet.

n. yes, she can go to toilet but sometimes when she is playing, she forgets to go. but now she is getting better.

e. that is good news. but we also remind children to keep going to the toilet. she should be fine.

n. I am very worried. she is very small, and she has never gone to any centre. and I cannot see her sad.

e. first it could be hard, but she will be used to it and here we have got various things to do and she can meet friends as well.

n. ok she will be happy to play with other kids. tq for your info. I will bring her next Wednesday.

**Robert – pet insurance consultant (ghar paluwa janawar ko paramarshadata) – puppy pet insurance - phone conversation**

e. hi my name is Robert. how can I help you?

n. hello I have brought puppy for kids. I want to do the insurance for it.

e. congratulations! your child will really enjoy. it is important to do the insurance otherwise bills can be expensive.

n. I just knew this. I took the puppy to the veterinary doctor for the vaccination. the bill was expensive. more than I expected. and the doctor recommended to do this.

e. yes you are right. insurance covers various things but it does not cover some part. different insurance covers different things.

n. yes you are right. how can I start? I have no idea about it at all, so I called you. I saw the information online but found complicated.

e. we have many policies. but there are somethings in common. it will not cover the regular visits like going to the vet doctor for the vaccination you did.

n. oh then this is like the health insurance for human which does not cover regular visit?

e. exactly it only covers major events and accidents or surgeries.

n. one of my friend cat had cancer. they paid 1000 dollar for treatment as they did not have the insurance.

e. yes, this insurance can cover this. but you need to reread yourself the policy, terms, and conditions of the insurance.

n. how does it works? I think I can pay it in instalment and claim for any major instalments.

e. yes, we will give you policy details. you can compare and decide. please read it carefully.

n. tq for your help. I will read all insurance policy and I will call if I get the best for my puppy.

e. when you make the decision please call me. thank you very much.

**Colonoscopy**

e: hello, my name is Chloe. I am your nurse for today

n: hello, good to see you

e: we are doing your admission this afternoon

n: ok, can I take my family member inside, like my husband.

e: sure, they can stay here until you go in. what procedure are you having today?

n: I am having colonoscopy done. I never had it before. that is why I am so scared. is it painful?

e: no, we will put you in sleep, so you will not feel anything. you will wake up in recovery room

n: I am a diabetic patient. I only drank clear fluid which is around 12 hours ago. I have not eaten anything after I came here. so, I am very hungry and thirsty.

e: yes, you might be starving. do not worry, we will go inside soon. and we will give you something to eat after the procedure. are you on insulin?

n: yes, I took 10 unit of insulin at night. I also take bp tablets every day. I also take other medication. here is the list.

e: ok I will check your bp, BSL now. do you have any allergy to any medications?

n: I do not know. last time I was admitted to the hospital, they said i am allergic to penicillin. my bp should be ok because I am taking bp tablets.

e: dis you follow the preparation instructions? how is your bowel motion?

n: I did as much I could. I have been having diarrhoea, so I was frequently going to toilet.

e: yes, that is awful. do you have any other medical conditions?

n: yes, I do have asthma, cholesterol. but I am taking medications for that. I also have my bladder removed (not sure).

e: ok I will get you ready

**School Bank Account**

**Bank Teller – Jack**

Customer

Mother goes to the bank to open a school bank account for her daughter.

E: welcome I am Jack a bank teller of this bank. How can I help you today?

N: Hello Jack. I have 9 years old daughter. I need to open a school bank account for my daughter. I am here to inquiry for that.

E: Yes, this is a popular choice, and it is a great way of starting banking for children. Which school does your daughter goes?

N: She goes to the local primary school. I saw the information for this account on the information board at her school.

E: In the school bank account she only needs to deposit the money one time per week.

N: This is good. My daughter can save some money. Many school friends have this bank account.

E: Yes, it is important. You can open this either online or by filling this application form. You can do it now if you want.

N: Thank you. I have enough time today and I have the ID card and money. So, I will open this today.

E: Yes, this is all what we need. There is not any additional fees and you will get interest if you do not withdraw any money.

N: That is great! U will inform her once she is back from her school. She will be excited once she will know that she will have her own money.

E: As a welcome package we also provide bank book, deposit slip, and the money box.

N: My daughter loves money box. Thank you very much for your help.

**FAMILY INSURANCE**

Sovit – Interested in family insurance

Tine – Consultant at Private Health Insurance

T: Good afternoon, my name is Tina, and I am a consultant at the Private Health Insurance. How can I help you?

S: Good afternoon, I am here to inquiry about the private health insurance. Will you please help me?

T: Have you seen the brochure? There are many options available.

S: No, I have not seen this because my English is not good. My friend told me that there are many benefits of having a private health insurance. So, I came here.

T: Yes, there are many options available. You can choose based on your requirements. How many family members are there in your family?

S: I have a big family. There are 4 children, and we need the insurance for 6 people. It must be costly, and I am worried for this.

T: I have good news. Despite any numbers in the family the cost remains the same.

S: This is good news. I can do it now then. I am relief. What services are included in the insurance?

T: Services will be available according to the needs. You can also add some services like private hospitals, dental and optometry.

S: This sounds good. Is there ambulance service included? The ambulance service is important in Australia.

T: Yes, but you need to use it correctly. Please choose gold extra.

S: I will not use ambulance without any genuine reason. I will also not use the private hospitals often as the government hospitals here also provides good services.

T: Yes, please choose what ever you want and let me know.

S: Thank you for your help. I will discuss this with my wife and get back to you asap.

**Tree Chopping**

Simon: GM, Simron speaking from Tree trimming company. How can I help?

Karki: Hello Simon! Do you remember you came to my house to trim the tress 3 weeks before?

Simon: Yes, I remember! It was really hard job as the trees were closer to Fence

Karki: I asked you to trim 6 trees, but you left the job incomplete. I am not happy with your service.

Simon; The job took longer than expected. I was able to cut only 4 Trees

Karki: You said you will call me later at the time when you were returning. I waited your call, but you did not call me.

Simon: sorry for that! I was really busy, so I was not able to call you. Let me look at my dairy. I will come to your place in 6 Weeks

Karki: I cannot that long. I thought this will be done before winter starts

Simon: I Know but the trees are really hard to remove as it is near to fence. You may have to wait longer

Karki: I understand but storms are coming. I am scared if there are storms then the trees branches will be on the top of my houses.

Simon: Storm are forecasted next week. Trees are unsafe, it needs to be removed.

Karki: I need confirm if you can come to the weekends or any day during the week?

Simon: I will come this Saturday between 2PM - 5PM. if I cannot finish, I will come following next week.

Karki: If it is difficult for you then I can speak to my neighbour and you can cut/trim the trees from the fence of my neighbour.

Simon: IT is good idea. Again, apology for delay. I will see you on Saturday at 2PM.

**Mother Dementia** ***(most repeated question for Nepali group, probably to more than 50 students)***

A patient and Doctor. The daughter wants to talk about her mother whose health is deteriorating, and she is forgetting everything. The doctor speak English and Daughter speak Bangla.

E: Good Morning. What is bring you here today.

B: Good Morning doctor. I am very tens about my mother. Her health is deteriorating. I cannot handle it more and It’s giving pressure on my family.

E: Last week you have the appointment, but You did not come. What was the reason? Is everything all right?

B: Yes, I did cancel the appointment because of work. I am sorry for that.

E: You might be eligible for Government Support. Are you aware about this?

B: I have never heard of this, but it will be good if I find anyone to take care of her. Because I do have a child. Also, I do part-time work.

E: I understand how painful it is for you. You need to have a professional carer for her.

B: She cannot stand properly. I cannot leave her alone. She is forgetting everything. When I am at work, my neighbour takes care of her.

E: You really need a professional carer rather than depend on your neighbour.

B: My neighbour is very kind, but I feel shy to ask her help time and time. Therefore, I came here.

E: I will refer you to get home support, you will get a call from them very soon. Please do not be upset.

B: Thank you for your support. I will go for professional Carer.

E: We should check her health first as we know now, she is forgetting everything. You should book appointment in this clinic to check her health.

B: I understand next week I will bring her. --- Forget the other part

Three more easy dialogs but can’t remember.

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