

Accessing Sound Files and Transcripts

How do I access the sound files and transcripts for live exams?

Sound files for our listening exams are available to Exams Officers for download through our unique live materials secure download service (SDS).

Availability of audio files for IAL:

AM - from 5am the day before (or Friday if the exam is on a Monday).

PM - from 8am the day before (or Friday if the exam is on a Monday).

Availability of transcripts for IAL:

AM - from 5am on the day of the exam.

PM - from 8am on the day of the exam.

Your examinations officer needs to have signed up for this service well before the exams are due to take place. This special service is accessed through Edexcel Online and not through the Pearson qualifications website, so you won't be able to access these live materials in the same way you do for other locked, password-protected materials on the website (such as recent past papers).

What is SDS?

Secure Download Service (SDS) is a profile within Edexcel Online (EOL) that gives you access to confidential General Qualifications examination material. The SDS platform is different to Secure File Transfer (SFT), so please read below to understand how to access it.

If you require support:

- For UK centres contact 03444 632 535
- For International centres contact +44 (0) 120 477 0696

[Secure Download Service \(SDS\) \(pearson.com\)](#)

How do I set up a SDS account?

Please [create a case](#), and a Customer Services Specialist will be able to resolve this for you.

User requirements to be granted SDS access:

To qualify to access SDS materials, a user must have a centre domain email address. Access cannot be granted to users who use public domain email addresses such as Gmail, Hotmail or Yahoo!

To meet the security requirements, the user will need to be available to receive a secure ring-back from the Customer Services Specialist on your centre's main telephone number. Once this call has been performed successfully, access to the SDS platform will be added to your account.

If you are new to the Exam Officer role and do not already have an EOL account, please complete our new EO online [form](#). Once submitted, a Customer Services Specialist will be in touch via an onboarding call to get you set up and give you the required SDS access.