



# Administrative guide

## Using Global Listening

Guidance on accessing  
Global Listening and:

- using the sample audio file
- downloading and saving audio files
- securely checking audio files
- saving audio files to multiple devices
- securely transporting and playing audio files.

# Using Global Listening

This guide is for exams officers and centre staff who use Global Listening and need to understand how to securely download, store and/or transport confidential audio files for use in listening exams. It contains information about how to log in and download audio material, and highlights regulations you must follow.

## What is Global Listening?

Global Listening is our service for you to access and download audio files for listening exams. You can find details of which syllabuses and components are available on Global Listening at:

[www.cambridgeinternational.org/global-listening](http://www.cambridgeinternational.org/global-listening)

## Accessing Global Listening

Global Listening is hosted on [My Cambridge](#).

You may already have log in details for My Cambridge. If so, you can log in using your existing username and password. (If you have used Submit for Assessment in a previous exam series, this is also hosted on My Cambridge, so you will already have a My Cambridge account).

If you have not logged into My Cambridge before, we will email your exams officer a temporary password so they can log in, set up their My Cambridge account, and have access to Global Listening.

## What is My Cambridge?

My Cambridge is a 'single sign-on' service, which allows you to access a number of services provided by Cambridge University Press & Assessment using one set of login details. You log in to Global Listening via My Cambridge.

## When will audio files be available to download?

You can download and save audio files seven calendar days before the timetabled date of the listening test. We will email to remind you to download files 24 hours before the time of the listening test.

One calendar month before the timetabled listening test, the syllabus name and number, component name and number, and timetabled exam date will be visible in Global Listening. You should log in and check these details are correct. If you think there is anything missing, or you have concerns, you can then contact us well in advance of the timetabled listening test so we can support you.

**Chk** For Cambridge Primary and Lower Secondary Checkpoint, audio files for listening tests will be available to download files seven calendar days before the start of the test window.

**A** If you are a Cambridge Associate who usually distributes CDs for listening tests to your Associate Centres, you will use Global Listening to download audio files for your Associate Centre(s). You will then need to copy these audio files to a device (such as USB or laptop) so that you can give them to your Associate Centre(s) according to your local arrangements.

We will remind you to download audio files for your Associate Centres by email. You must make sure you follow our regulations for securely downloading and distributing audio files securely. See sections 4.3.1 and 4.4.1 of the Cambridge Handbook and page 8 of this administrative guide.

If your Associate Centre(s) have access to Global Listening and can download their own audio files for the June series, we will still email you 24 hours before the listening test if the files have not been downloaded. It is your responsibility to make sure your Associate Centre(s) download the files in time for their listening tests.

## Do I need to keep records of my downloads?

Yes. You must keep a record of the audio files you download. You must record (if applicable):

- how many copies of each audio file you make
- where each file is saved, e.g. which laptop or USB drive
- the filepath from each device showing where the file(s) are saved/located
- who was present when each file was downloaded, copied or moved
- who copied or moved it, and when
- any centre or external venue it was sent to
- when the device containing the audio file was returned after the exam.



Keep these records for six months after results are released.

Most listening test audio files contain a single track that includes all necessary pauses between sections so you, or your invigilators, do not need to pause the file during the listening test. The last minutes of the track are silent, then there is an instruction to candidates to stop writing.

## Important information

If you are using a timetable deviation, you must still download the audio file before or on the original timetabled exam date.

## Cambridge IGCSE Music (0410) and (0978)

For all exam series in 2024, we will continue to send you a CD containing the audio files for Cambridge IGCSE Music (0410) and (0978) – you will not be able to download the files from Global Listening. We have included separate instructions for Music syllabus audio files in the confidential instructions included in your question paper despatch.

# Accessing Global Listening

Global Listening is hosted on the My Cambridge website and is compatible with Windows and macOS operating systems, and the browsers shown in the table below. You can use laptops and desktops to access Global Listening.

Browser				
Chrome	Safari	Microsoft Edge (Windows 10)	Firefox	Internet Explorer 11 or later
Yes	No	No	Yes	No

## Step 1

Check that My Cambridge is listed as a trusted site on your browser's security settings.

If <https://mycambridge.sso.cambridge.org> is not listed, type in the URL and click 'Add'.

## Step 2

You may already have log in details for My Cambridge. If so, you can log in using your existing username and password. (If you have used Submit for Assessment in a previous exam series, this is also hosted on My Cambridge, so you will already have a My Cambridge account).

If you have not logged into My Cambridge before, we will email your exams officer a temporary password so they can log in, set up their My Cambridge account, and have access to Global Listening.

**A** Cambridge Associates can ask us to give their Associate Centre(s) access to Global Listening. This means Associate Centres can download their own audio files before the listening tests.

Cambridge Associates can see whether their Associate Centre(s) have downloaded audio files on the 'Associate Centre' tab. See page 4 of this administrative guide.

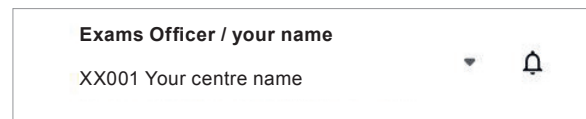
Cambridge Associates must make sure that their Associate Centre(s) download audio files before the exam, and that they follow our regulations for securely downloading, testing and storing confidential materials at all times.

## Using the sample audio file

Before downloading live listening test audio files, we strongly recommend that you download the sample audio file. You can use this to check if your exam room equipment will play the audio file in the formats available. You may want to save the sample audio file to a portable storage device, such as a USB drive, if you need to share the file with other centres or external venues.

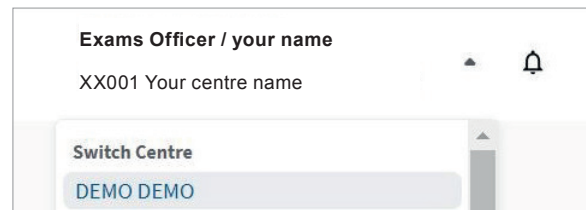
## Step 1

To download the sample audio file, click on your name and centre name at the top right of your screen.



## Step 2

A drop-down menu will appear. Click 'DEMO DEMO'.



## Step 3

You will see the sample audio page. Click 'Download'.

Qualification name	Syllabus code	Component code	Syllabus name	Component name	Exam date	Sitting	Audio files
Demo qualification	Demo syllabus code	Demo component code	Demo syllabus name	Demo component name	00/00/0000	-	<a href="#">Download</a>

## Step 4

Select the file format you wish to download and save the file in. You can choose from the following formats – the table below also shows the average size of the files.

File type	Average file size
MP3	52 MB
MP3 (zipped)	32 MB
OGG	42 MB
WAV	171 MB
WAV (zipped)	80 MB

Check which format works best with the device you will use during the listening test before downloading. You can download the file again in a different format if you need to.

# Downloading and saving audio files

You must treat digital confidential materials in the same way as printed materials; see sections 4.3.1 and 4.4.1 of the Cambridge Handbook. All audio files must be downloaded and/or copied in a secure environment (e.g. a private office) by the Head of Centre or exams officer, and another member of staff must watch. This person needs to understand our question paper regulations but does not need to be a senior member of staff. The Head of Centre or exams officer must choose a suitable member of staff. The relevant subject teacher(s) at your centre must not download or be present when files are downloaded. You must keep audio files secure at all times and any devices containing them must be password protected.

## Step 1

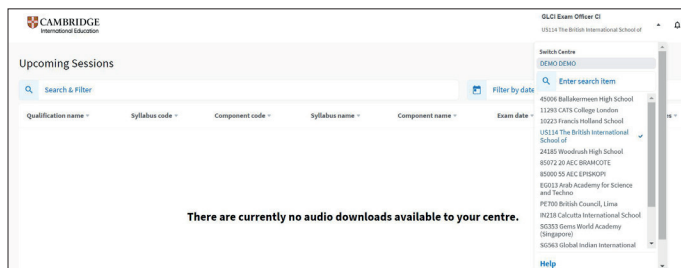
Sign into your account which is accessed through My Cambridge. Select the Global Listening tile.

## Step 2

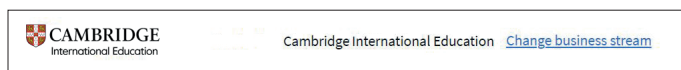
Select Cambridge International Education as your awarding body and click 'Continue'.

### Important information

If you are an exams officer at multiple centres, when you log in you must select the centre you wish to download audio files for.



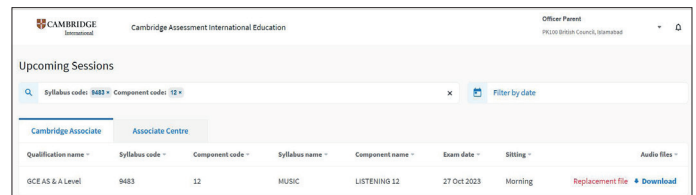
If needed, you can change the awarding body in the header.



## Step 3

You will see a list of audio files. These are for syllabuses with listening tests that you have made entries for. Click 'Download' in the 'Audio files' column to download the file for a particular component.

**A** Cambridge Associates can see whether their Associate Centre(s) have downloaded audio files on the 'Associate Centre' tab. See page 4 of this administrative guide.



## Step 4

Select the file format you wish to download and save the file in. You can choose from the following formats – the table below also shows the average size of the files.

File type	Average file size
MP3	52 MB
MP3 (zipped)	32 MB
OGG	42 MB
WAV	171 MB
WAV (zipped)	80 MB

Check which format works best with the device you will use during the listening test before downloading. You can download the file again in a different format if you need to.

## Step 5

When you select the file format, the download starts. This usually takes between one and two minutes. The downloaded audio file is saved to your default download location (usually your 'Downloads' folder). You must not change the name of the audio files once downloaded. You may find it quicker to download files in MP3 format if downloading other file types takes too long.

## Step 6

If you need to download multiple audio files, you can click 'Download' in the 'Audio files' column for multiple files. Select the file format you wish to download and save the file in. This will 'queue' the files, ready to be downloaded.

### Important information

If you are disconnected from the internet, or logged out of My Cambridge, any downloads will be interrupted, and you will see an error message. Simply log in again and restart the download.

# Downloading and saving audio files continued

## Step 7

Once downloaded, you can save the file(s) in a different location on your device. If you do this, make sure you:

- do not change the name format of the file(s)
- keep a record of the location(s) where audio file(s) are saved on your device (see step 8)
- delete audio file(s) from your 'Downloads' folder.

### Important information

You must not store files in a shared location, such as Google Drive or Microsoft OneDrive. If any audio files are uploaded to cloud storage, you must tell us immediately.

## Step 8

You must keep a record of the audio files you download. You must record (if applicable):

- how many copies of each audio file you make
- where each file is saved, e.g. which laptop or USB drive
- the filepath from each device showing where the file(s) are saved/located
- who was present when each file was downloaded, copied, or moved
- who copied or moved it, and when
- any centre or external venue it was sent to
- when the device containing the audio file was returned after the exam.

Keep these records for six months after results are released.

## Availability of audio files

If the audio files are not yet available, you can see the date when the files will become available to download in the 'Audio files' column.

Component name	Exam date	Sitting	Audio files
FRENCH LISTENING (MULTIPLE CHOICE) 11	15 Dec 2023	Morning	Available from 08 Dec 2023

When the files are available, the 'Download' button is visible.

Component code	Syllabus name	Component name	Exam date	Sitting	Audio files
FOREIGN LANGUAGE GERMAN LISTENING (MULTIPLE CHOICE) 12			01 Sep 2023	Morning	(New) <a href="#">Download</a>
RUSSIAN READING AND LISTENING			01 Sep 2023	Morning	(New) <a href="#">Download</a>

If you have already downloaded the files, and we have replaced the files for any reason, then the 'Replacement' label will show. You must make sure you download the new version of the file. We will email you if we upload a replacement file for any of your listening tests.

Qualification name	Syllabus code	Component code	Syllabus name	Component name	Exam date	Sitting	Audio files
Demo qualification	Demo syllabus code	Demo component code	Demo syllabus name	Demo component name	00/00/0000	-	<a href="#">Download</a>

If we have removed the file and the replacement file is not yet available, you will see the following message: 'File not available. Contact support for assistance'.

### Important information

If at any point you believe that audio files you have downloaded are not securely stored, you must contact us immediately.

## Cambridge Associates/Associate Centres

Cambridge Associates can see which files their Associate Centres have downloaded by clicking 'Download report' on the Associate Centre tab.

Cambridge Associate		Associate Centre							<a href="#">Download report</a>
Total number of centres	Qualification name	Syllabus code	Component code	Syllabus name	Component name	Exam date	Sitting	Audio files	
1	Pre-U Level 3 Cert	9781	02	SPANISH	READING AND LISTENING	17 Oct 2023	Morning	File not available. Contact support for assistance.	
1	Pre-U Level 3 Cert	9782	02	RUSSIAN	READING AND LISTENING	17 Oct 2023	Morning	File not available. Contact support for assistance.	
1	GCE AS & A Level	9483	12	MUSIC	LISTENING 12	17 Oct 2023	Morning	Replacement file <a href="#">Download</a>	

# Downloading and saving audio files continued

## Searching for audio files

You can search and download the audio files for any of your upcoming listening tests.

To find an audio file for your listening tests, you can search or filter. Searching allows you to narrow the number of available audio files that are listed.

When you log in, you will see a list of audio files. These are for syllabuses with listening tests that you have made entries for. There are two search boxes: the first allows you to search using a term (e.g. qualification, syllabus, component, time of the sitting) and the second allows you to search by date.



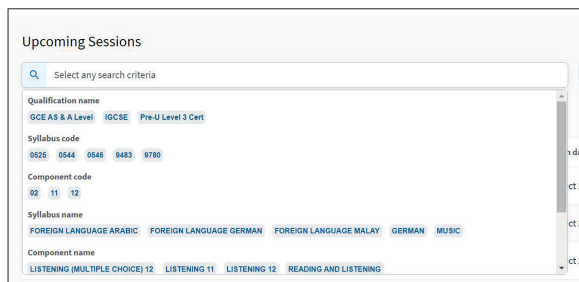
## Search using a term

### Step 1

Select the search bar. You will see a drop-down window with a list of search terms.

### Step 2

Select all the relevant search terms. You can choose more than one, as shown below.



## Search using dates

You can filter by a single date or date range.



### Step 1

Select the filter by date box. You will see a drop-down calendar.

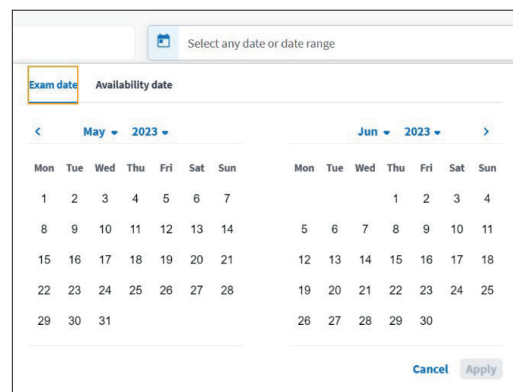
### Step 2

Select either 'Exam date' or 'Availability date':

- Exam date shows you the audio files available for that listening test date or date range.
- Availability date shows you audio files available to download from that date or date range.

### Step 3

Select a single date or a date range to filter. Click 'Apply'. You will see the audio files for that date or date range.



# Securely checking audio files

The exams officer, or a senior staff member who understands our exam regulations and is trained in handling exam material, must spot check the audio file after it has been downloaded. We recommend this check is carried out directly after downloading, or as soon as possible afterwards.

The staff member must not be the subject teacher for the audio file(s) being checked.

You must test the audio file(s) under secure conditions so the content cannot be overheard. You must not listen to the audio file in full but check random segments of it.

You must check each audio file:

- is working / has downloaded correctly
- is for the correct syllabus/component
- works on the equipment that will be used in the listening test.

**A** Cambridge Associates must check each audio file is working / has downloaded correctly, and that each file is for the correct syllabus and component. See “Securely transporting and playing audio files’ on page 8 of this guide for more information. Cambridge Associates are responsible for making sure their Associate Centres check the audio file(s) play correctly on the equipment that will be used in the listening test.

If you find any issues with the audio file, complete the following steps:

1. Check the physical device where the audio file is saved. If you find any issues with the device, you must:
  - a. store it securely or
  - b. delete the audio file(s) from both the device and from any ‘deleted items’ folders
  - c. download the file again to a different device, such as a different computer or laptop
  - d. repeat the spot checks.

2. If there is a problem with the audio file itself, email us at: [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org) for support.

Before audio files are uploaded to Global Listening, we check the quality of the file using Windows Media Player. You can use this, or a different media player, to test and play your audio files.

## Using Windows Media Player

Windows Media Player is available for Windows 10 and macOS. You can find it by typing ‘Windows Media Player’ in your Windows search box.

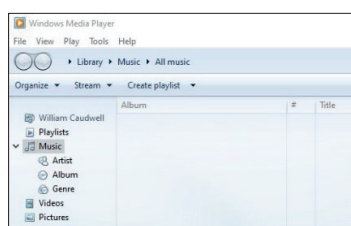
### Important information

Follow the instructions below carefully for checking and playing files in Windows Media Player.

Do not drag your downloaded files from the folder where they are stored on your device into the Library. This may result in track names being changed in the media player or the order of tracks being changed.

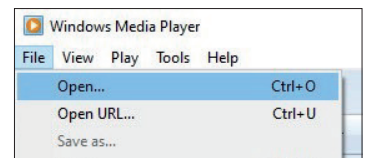
### Step 1

To display the menu bar in Windows Media Player, select ‘Organise’, then ‘Layout’, and then ‘Show Menu Bar’.



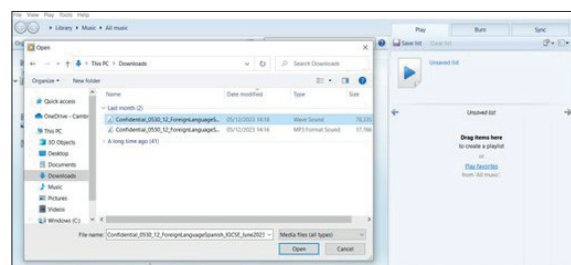
### Step 2

To play your audio file, select ‘File’, then click ‘Open’. The file selection window will open.

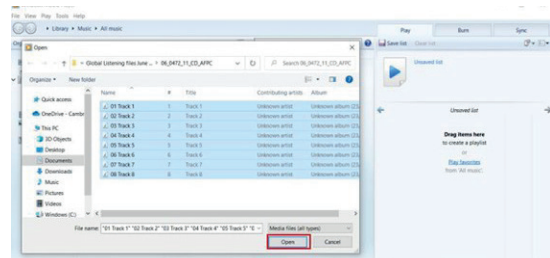


### Step 3

Find the folder where you saved your audio file(s) (your ‘Downloads’ folder by default) and select the file(s) you want to listen to.



If there is more than one track provided for the listening test, you should select all the files so they are queued in Windows Media Player.



### Step 4

Click ‘Open’ – files will start playing. Use the controls at the bottom of the media player window to pause, stop, or play the file. Use the two skip buttons to move the file forwards and backwards. There is also a volume control.



Windows Media Player stores files in a ‘recent played’ list. Make sure you delete audio files from this list.

# Saving audio files to multiple devices

Once you have downloaded the audio file(s), they can be copied onto a portable device, for example, a USB drive or laptop. If you are running an exam in more than one exam room in your centre, you will need to copy the relevant audio file onto multiple devices so it can be played in each room.

All audio files must be downloaded and/or copied in a secure environment (e.g. a private office) by the Head of Centre or exams officer, and another member of staff must watch. This person needs to understand our question paper regulations but does not need to be a senior member of staff. The Head of Centre or exams officer must choose a suitable member of staff. The relevant subject teacher(s) at your centre must not download or be present when files are downloaded.

**You must keep audio files secure at all times and any devices containing them must be password protected as a minimum.**

## Important information



Check your portable devices for viruses and malware before use. We recommend that you only save audio files to devices being used in exams.

1. Follow the instructions on pages 3 and 4 of this guide to securely download and save your audio file(s).
2. Once the audio file(s) has downloaded, copy this to a portable device, for example, a USB drive or laptop. Depending on how many candidates you have sitting an exam, and how many exam rooms you are using, you may need to make multiple copies.
3. Label each device with the following information:
  - a. Syllabus and component number
  - b. Exam date, start time and session (AM/PM/EV).
4. Make sure each device is password protected (see below for password guidance).
5. Record in your audio file log which files have been copied, onto what type of device(s) and how many copies you have made.
6. Follow the steps on page 6 of this guide to securely check each audio file.

If you download and save audio files **before** the timetabled exam date, you must securely store all devices:

1. Put the device in an envelope or packet.
2. Label the envelope or packet with the following information:
  - a. exam series
  - b. centre number
  - c. syllabus and component number
  - d. exam date, start time and session (AM/PM/EV).
3. Put all devices in your secure storage.

## Passwords

### USB drives

- Your passwords should contain a mix of upper and lower case characters, numbers and special characters.
- Use a different password for each device, for example, if you are saving the same audio file to three different USB drives, use a different password for each USB drive.

The following website: <http://passwordsgenerator.net/> creates passwords for you. You will need to keep a record of the password yourself as the site does not.

### Computers and laptops

It is good practice to change passwords on computers and laptops every 60 to 90 days.



# Securely sharing, transporting and playing audio files

Once you have securely downloaded your audio file(s) you can copy them onto a portable device, for example a USB drive or laptop. If you are running an exam in more than one exam room in your centre, you will need to copy the relevant audio file onto multiple devices so it can be played in each room.

- As a minimum, **all** devices containing audio files must be password protected.
- If you are using a USB drive, wherever possible this should be encrypted.
- If you are moving, copying or saving files to a different folder or device, you should make sure the original file has been deleted from the downloads folder. You do not need to do this if you only plan to use the file stored in the downloads folder of the device.

If you are using an alternative venue and need to transport audio files there, you must follow the above regulations and use a password-protected or encrypted device. If it is not possible to use an encrypted device, for example, if your playback equipment at the alternative venue is not compatible, you must follow these instructions:

- the device must be taken to the test location by two members of centre staff, including a senior member of staff
- the device must be kept in a locked container (e.g. a locked suitcase) or tamper-proof sealed envelope (like the envelopes we use to send question papers) during transport
- if you use a tamper-proof envelope, the two staff members must also sign across the seal.

**A** If you are a Cambridge Associate and you need to securely transport audio files to your Associate Centre(s) you must follow the steps below.

- Cambridge Associates must share passwords for devices containing audio files with their Associate Centres. This can be done **two hours** before the start time of the exam via email, text message or WhatsApp (or other encrypted message service).
- If you have copied audio files to a laptop, tell your Associate Centre the folder location or file path so they can easily find the audio files.
- Cambridge Associates are responsible for making sure their Associate Centres test the audio files before the exam, on the equipment that will be used in the listening test. Sharing the password for any devices containing audio files two hours before the start time of an exam gives Associate Centres time to carry out these checks.

## Playing audio files during a listening test

There are a number of devices that can be used to play audio files during the listening test.

If you are using speakers, a PA system, an infrared headphones system or any other additional equipment during the listening test, you must make sure it is compatible with the devices your audio files are saved on, for example, a USB drive or laptop. You must test this 24 hours before the timetabled exam.

- Make sure your invigilators and any other members of staff involved in running exams understand how to use equipment in the exam room.
- If your audio file(s) are on a password-protected device, make sure it is compatible with any other equipment.
- To play audio files, you must only use devices and equipment that belong to your centre – you must not use personal equipment, for example, mobile phones or MP3 players.
- Make sure devices are fully charged or can be charged in the exam room.
- Mobile phones, tablets, etc. must be in 'flight mode' if used to play audio files in the exam.

## Secure storage and deletion of audio files after use

Once the listening test has finished and candidates have left the exam room, the exams officer or invigilator must securely store devices or media containing audio files.

If audio files have been downloaded onto devices that do not belong to the centre, for example, a computer at an exam venue, the exams officer or invigilator must:

- delete the files from the device
- empty the 'deleted items' and/or 'recycling bin' folders
- check the audio files log to make sure all copies of the audio file are accounted for. Add to the log when the file was returned or deleted for every device on which the file has been stored. You must keep the audio files log until we release certificates.

## Copyright

You must not copy or reproduce audio files, except for the purposes of distributing them to your exam rooms or Associate Centre for a specific listening test.

**Learn more!** For more information please visit [www.cambridgeinternational.org/examsofficers](http://www.cambridgeinternational.org/examsofficers) or contact Customer Services on +44 (0)1223 553554 or email [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org)