

ABSTRACT

Education is one of the most important thing to prepare for the future success of everyone. In the education of foreign languages, especially English absolutely need for each student that can be achieved through formal and non formal education. Therefore, Telkom University established a Language Centre in order to develop and manage all language programs. This study focuses on Tutor of Language Center. It is driven from the demands from the learners to provide learning quality that is able to meet the related needs. Therefore, it is necessary for ESAP Tutor being classify based on appropriate criteria for each level of the consumer.

In the process, this study using the Delphi method for making decisions involving experts/relevant office holders. The results from the collection of decision could be used as the basis for designing the basic competence improvement ESAP Tutor. In general, the study of this process includes the identification of leveling for tutors, identification of existing tutor competency and leveling student, designing classification for tutor, and assign tutors with students competent for leveling.

The results of research are in the form of soft competencies identification standard for leveling, soft competencies standard, and development proposals to improve it

Keywords: *Delphi method, Behavioral Competencies identification, Behavioral Competencies standard, Development proposal, Language Center Telkom University*