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## Lloyds Banking Group launches AI Academy for 100 percent AI literacy by 2026

- Lloyds Banking Group will provide AI training for all 67,000 employees to develop practical skills
- The AI Academy is open to every colleague, regardless of role or expertise, and is a major step in the Group's commitment to responsible, effective use of AI

### A Practical Approach to AI Upskilling

Lloyds Banking Group has launched the AI Academy, a programme designed to provide practical AI skills for all colleagues, no matter their role or level. Learning through the academy will include interactive modules, short courses, articles, podcasts, and opportunities for community learning. Learning is tailored to the different ways colleagues use AI from AI Users to AI Leaders, Builders and Enablers.

The AI Academy will run from January and will feature bite-sized content available through the Group's internal learning platform. To begin, all 67,000 colleagues will complete a short module on Working with AI Responsibly, ensuring safe and ethical use aligned with Group standards.

The aim of the programme is to equip colleagues with the skills and knowledge needed to implement AI solutions in their day-to-day work, enabling them to deliver tangible benefits. By putting new capabilities into practice, colleagues can save valuable time, provide customers with enhanced and innovative new services, and open potential new revenue streams for the business.

"Scaling AI is about getting real use cases into production so we can simplify processes for colleagues and deliver more personalised services for customers," said **Ron van Kemenade, Group Chief Operating Officer at Lloyds Banking Group**. "By investing in the skills of our people, we can do this responsibly and at pace, improving service today and building the foundations to scale new innovations in the future."

### Meeting the Challenge of Rapid Change

By 2030, most of the skills used today will have evolved, and nearly 60 percent of the workforce will need to reskill<sup>1</sup>. AI literacy is already recognised as a top skill for future careers, and the AI Academy aims to empower colleagues with the skills to serve customers even better, by delivering smarter, personalised solutions that meet their evolving needs.

The ambition is that by the end of 2026, 100 percent of colleagues at Lloyds Banking Group will be AI literate: confident, capable, and responsible users of AI.

**Sharon Doherty, Chief People and Place Officer at, Lloyds Banking Group, said:** "Upskilling our colleagues is central to how we transform. The AI Academy gives every colleague practical, hands-on tools to use AI responsibly in their day-to-day work. By investing in our people, we're strengthening the skills that matter most, so our teams can deliver for customers with confidence in a workplace already supported by AI."

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<sup>1</sup> [WEF Future of Jobs Report](#)

## Contact

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### Notes to editors

#### About Lloyds Banking Group

Lloyds Banking Group is the largest UK retail and commercial financial services provider with around 27 million customers and a presence in nearly every community. We are proud to support British businesses, with nearing one million UK businesses supported by our leading digital and relationship banking services. Our main business activities include retail and commercial banking, general insurance and long-term savings, provided through well recognised brands including Lloyds, Halifax, Bank of Scotland and Scottish Widows.

Our purpose is Helping Britain Prosper. We have served Britain through our products and services for more than 320 years, across every community, and millions of households. Our success is interwoven with the UK's prosperity, and we aim to help Britain prosper by operating as a responsible, sustainable and inclusive Group.

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